1. Log In Or Register.

If you registered and are able to view your water bill account,

1. Enter your email address on the account,

2. Enter the password for the account,

3. Click the Log in button - white background - black letters.

If you forgot your password for the account,

1. Click the Forgot your password? link
2. Complete the steps to recover your account.

If you have not registered to view your water bill account, **you will need your account number and bill amount from your most recent bill to register,**

1. Click the Register as a new user link,

2. Complete the Registration Form, and click the Register button, white background - black letters,

3. Return to the Log in page, utility.shreveportla.gov/Account/Login, click the Log in button - gold background, white letters,

4. Complete the steps for a registered account.

utility.shreveportla.gov/Account/Login

Shreveport - Water & Sewerage

Outage Information | Contact | FAQ | Register | Log in

Log in.

Use your email and password to log in.

Email

Password

☐ Remember me?

Log in

Register as a new user

Forgot your password?

Shreveport - Water & Sewerage

To contact customer service please call (318) 673-5510
M-F: 7:30 a.m.- 5:30 p.m. central

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2. Register.

On the screenshot, the left-margin instructions read:

1. You need **an email address, your water bill account number, and the amount of the last bill** to complete registration.

2. Complete the form and click the Registration button - white background - black letters.

3. Click the Log in button - gold background - white letters, to return to the Log in page, utility.shreveportla.gov/Account/Login.

4. Follow the registered account steps.

Browser address: utility.shreveportla.gov/Account/Register

Shreveport - Water & Sewerage

Outage Information | Contact | FAQ | Register | Log in

Register.

This form is for current Shreveport customers. If you have previously registered on our site, please log in using your **email address** and password.
If you would like to register, you will need your account number and bill amount from your most recent bill dated after **July 1, 2019.**
If you wish to request new service please click here.

Create a new account.

Account Number [____] - [____] - [____]

Last Bill Amount [0]

Email [____]

Password   The password requires at least one uppercase letter and one symbol. The password must be at least 6 characters long.
[____]

Confirm password [____]

Secret Question 1 [What was the name of your first pet? ▾]

Response [____]

Secret Question 2 [What is your favorite TV show? ▾]

Response [____]

[Register]

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To contact customer service please call (318) 673-5510
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3. Account—Select—Enter bank account info.

On the screenshot, left sidebar navigation:
- View Account History
- View Usage
- Add Another Account
- View My Accounts
- Cancel Service
- Contact Customer Service
- Request Payment Agreement For Past Due Accounts
- Request Payment Extension
- FAQ

1. Click the button under the Pay Now label
Enter bank account info - green background - white letters.

Data entry fields will display.

2. Enter the bank account information.

3. Click the Submit button - green backbround - white letters - to process
OR
Click the **Cancel** button - gray background - black letters - to cancel.

Shreveport - Water & Sewerage

My Accounts | Outage Information | Contact | FAQ | Hello pbums301@gmail.com! | Log off

My Account Info: 55-999999999-6
Name on the Account

Account Balance:

$341.82
Past Due Balance: $341.82

Important Notices

How Can I View Older Bills?

Bills from prior to July 2019 will not be available on the portal website. To request a copy of an older bill, please contact customer service. A bill will be sent to the email address on your account.

Auto Recurring Payments

Sign Up for Auto Pay
Automatically debit your bank account each billing period.

Pay Now

Enter bank account info

Use this option to make a one-time payment from your checking or savings account.
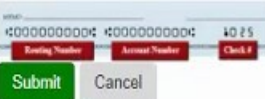
E-Billing Options

Paperless

Going Paperless saves time and money by eliminating the need for paper printing and mailing of invoices and payments. Need help with this feature?

Account #	Type	🌿	✖	Status
999999999	Water, Sewer	○Yes	◉No	Not Paperless

✔ Save my changes

4. Account—Enter bank account information—Submit.

1. If you would like to change the Amount to pay you may. If you received a disconnection notice, make arrangements with Customer Service (318) 673-5510 to avoid loss of service.

2. Enter the bank information.

3. Click to identify if you entered the Checking Account or Savings Account bank information.

4. To Process - Click the Submit button - green background - white letters.
   OR
   To Cancel - Click the Cancel button - gray background - black letters.