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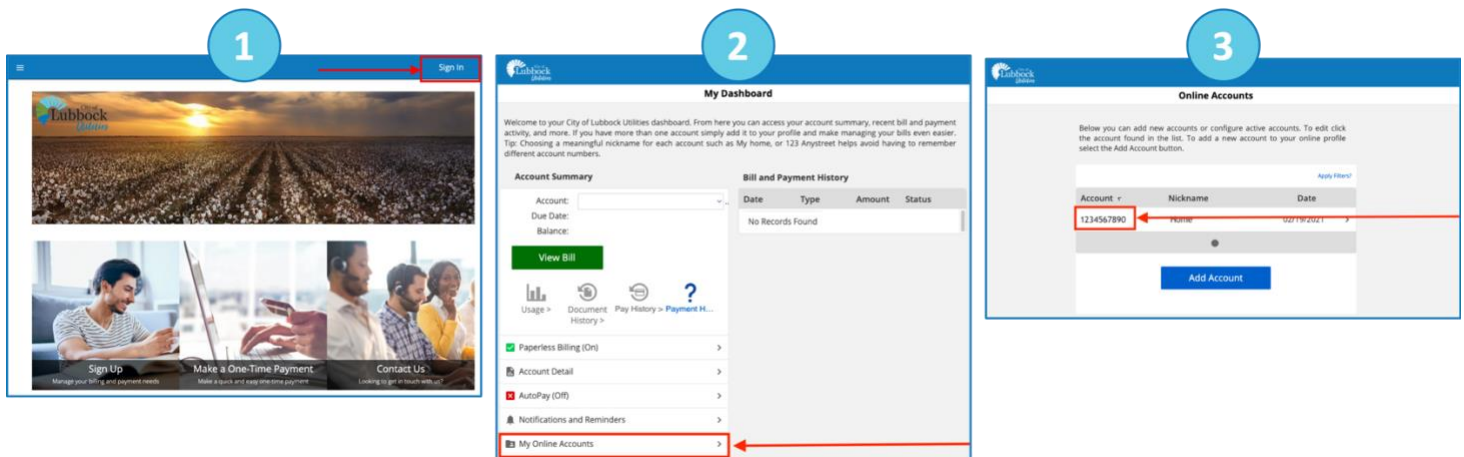
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## Locating Your New Account Number

**If you registered your account online:**

1. Use your existing username and password to sign in to your account at [my.CityofLubbockUtilities.com/LUBBOCK/](http://my.CityofLubbockUtilities.com/LUBBOCK/).
2. On the left side of the dashboard, under Account Summary, click on "My Online Accounts".
3. You will see your new 10-digit account number listed here.



The first screenshot shows the 'Sign In' button in the top right corner. The second screenshot shows the 'My Dashboard' page with a red box around 'My Online Accounts' in the left sidebar. The third screenshot shows the 'Online Accounts' page with a red box around the account number '1234567890' in the 'Account' column.

**If you have not registered your account online:**

- Email the account holder's name, address and a good contact number to [CustomerFirst@CityofLubbockUtilities.com](mailto:CustomerFirst@CityofLubbockUtilities.com).
- Call Customer Service at 806-775-2509.
- [Send us a private message on Facebook](#) with the account holder's name, address and a good contact number.



## Paying Your Bill

### If you pay manually each month:

For all bills before Feb. 22, online payments must go through the [EZ-Pay One-Time Payments](#) system. You will need your new 10-digit account number.

KUBRA EZ-PAY | Payment Center ? Get Help

1 Look Up 2 Add 3 Check Out 4 Done

City of Lubbock Utilities  
806-775-2509  
Website

**A Message from City of Lubbock Utilities**  
Thank you for using the City of Lubbock Utilities EZ-PAY web portal. This service allows you to make a payment by credit card, debit card or bank account. X Close

**Enter your account info below**

Account Number  
Account Number

Mailing Zip Code  
Mailing Zip Code

**Where is my account number?**  
Your account number can be found on your recent bill.

**CUSTOMER SALLY SAMPLE**  
SERVICE ADDRESS 1234 MAIN ST  
ACCOUNT # XXXXXXX-XXXXXX  
STATEMENT DATE XX/XX/XX

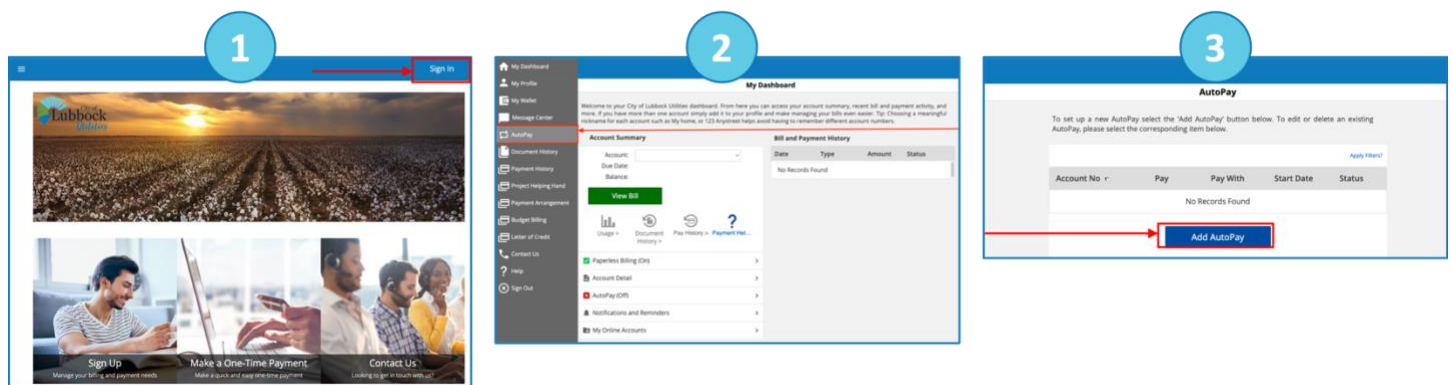
Look Up

### If you are currently enrolled in AutoPay:

- **Single-property accounts** – payments will be automatically transferred to your new account number. You're all set!
- **Multiple-property accounts** – you will need to re-enroll in AutoPay through the online account portal. See below for instructions.

## Enrolling in AutoPay

1. Visit [my.CityofLubbockUtilities.com/LUBBOCK/](http://my.CityofLubbockUtilities.com/LUBBOCK/)
2. Sign in or register your account:
  - If you have an existing username, click "Sign In" in the top right corner of the page and use your existing username and password.
  - If you do not have a username, click "Sign Up" in the bottom left corner of the page and follow the instructions to register your account.
3. Select "AutoPay" on the "My Dashboard" screen and follow the instructions to enroll.



## Viewing Past Bills

1. Open the menu in the top left corner of the screen.
2. Click on "Document History" for a full history of bills.
3. You may need to click on the "Due Date" column so the most recent bill is at the top of the list.

