



Utility Access Customer Guide

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URL and User Accounts

City of Lawrenceville Utility Access – Utility Billing URL:

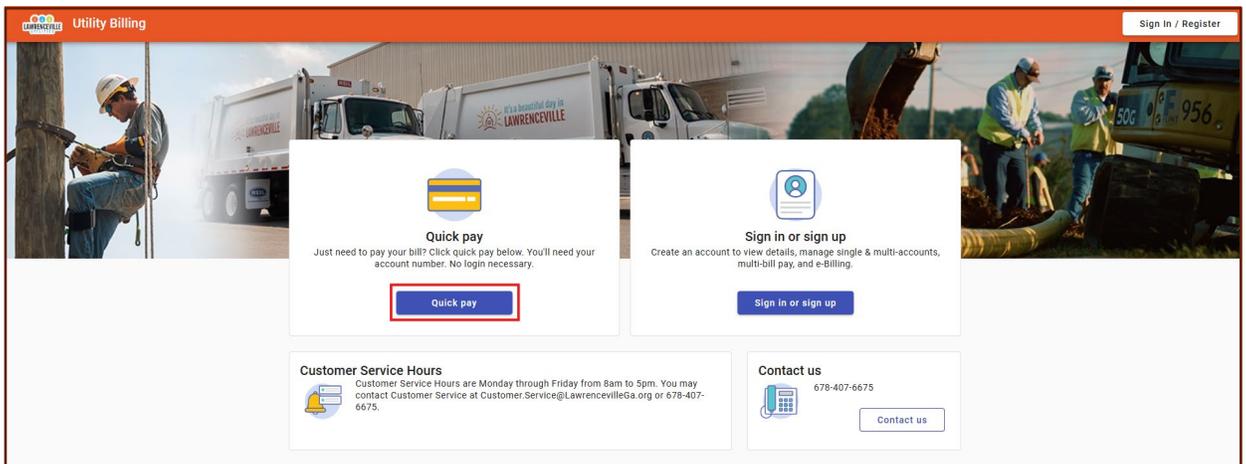
<https://www.municipalonlinepayments.com/lawrencevillega/utilities>

Residents who access the Utility Access – Utility Billing application must create a Tyler Identity log-in account to manage their account. The log-in account requires an active email address and password. If you are looking to only pay a bill, a Quick Pay option is available.

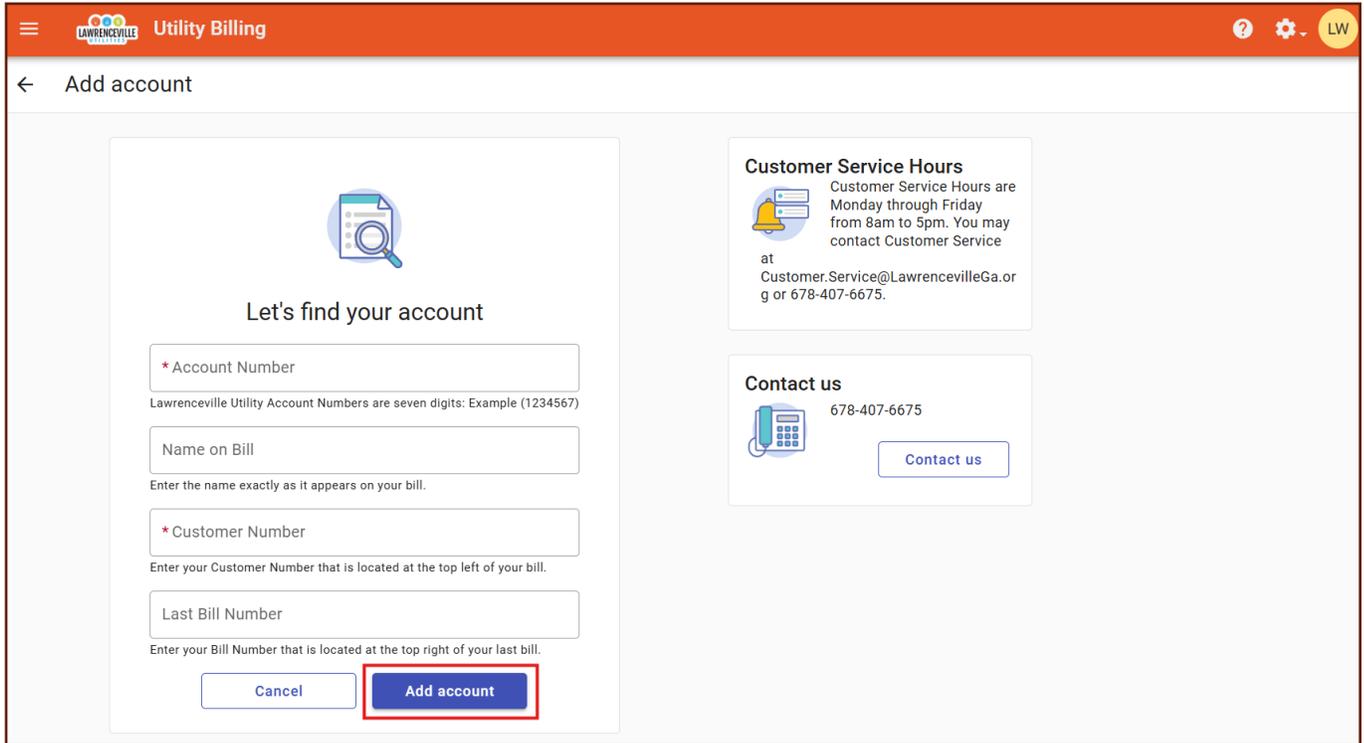
When navigating to Utility Access, the application presents the Community Access sign-in screen with options to associate existing log-in from Google®, Apple®, or Microsoft® with the Tyler Identity account. Users can associate an existing log-in or create a new account by clicking the Sign-Up link at the bottom of the screen. The Help link on this screen also provides detailed steps for password management, including setting up multi-factor authentication.

Quick Pay (Pay without Logging in to Pay a Bill)

1. When visiting Utility Access – Utility Billing portal, you can select Quick Pay in the middle of the page.



2. Enter the Account Number and Customer Number. These two are requirements to search for the existing account record. After adding these minimum requirements, select "Add Account."



Utility Billing

← Add account

Let's find your account

* Account Number
Lawrenceville Utility Account Numbers are seven digits: Example (1234567)

Name on Bill
Enter the name exactly as it appears on your bill.

* Customer Number
Enter your Customer Number that is located at the top left of your bill.

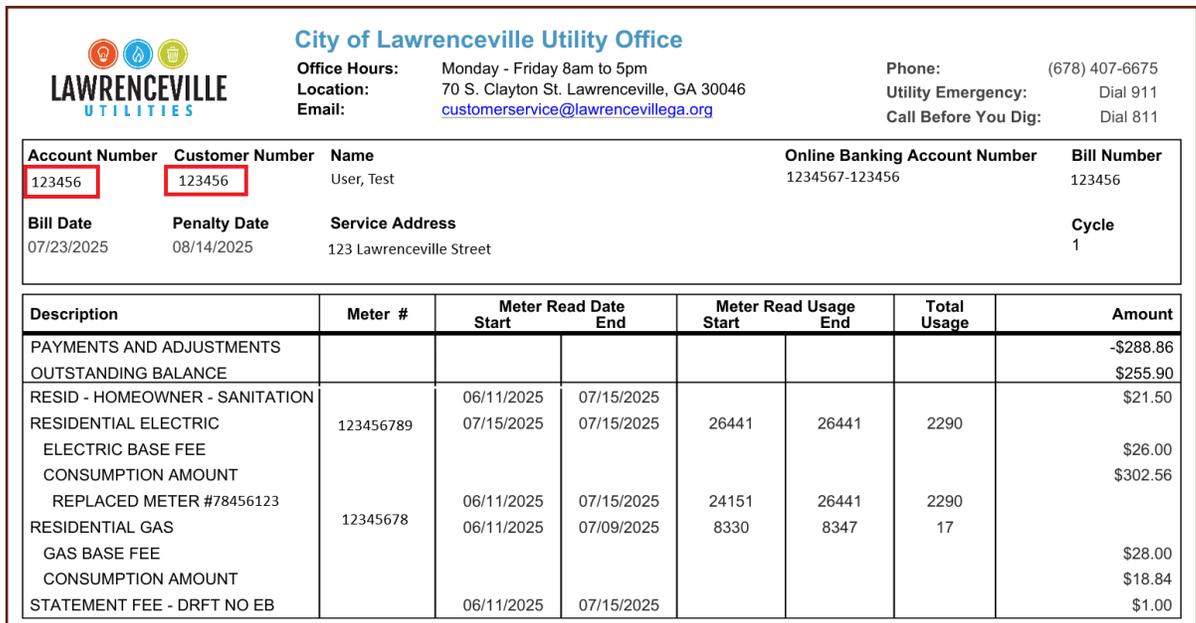
Last Bill Number
Enter your Bill Number that is located at the top right of your last bill.

Cancel Add account

Customer Service Hours
Customer Service Hours are Monday through Friday from 8am to 5pm. You may contact Customer Service at Customer.Service@LawrencevilleGa.org or 678-407-6675.

Contact us
678-407-6675
Contact us

Your Account Number and Customer Number can be found at the top left of your utility bill. View the example below:



City of Lawrenceville Utility Office

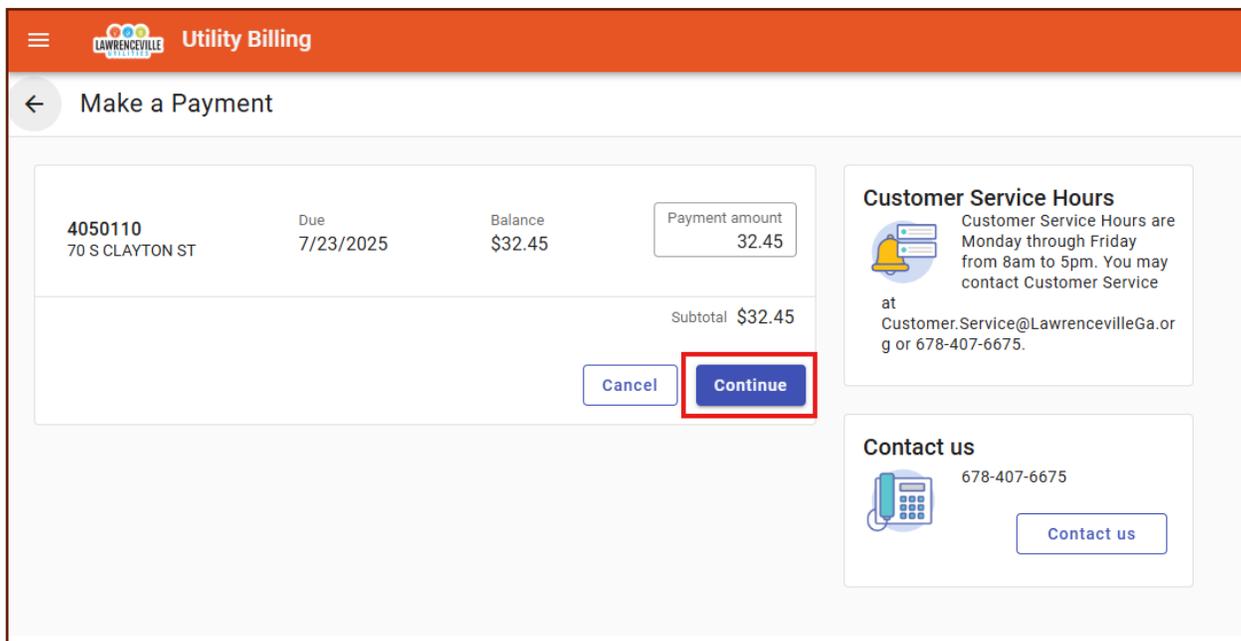
Office Hours: Monday - Friday 8am to 5pm
Location: 70 S. Clayton St. Lawrenceville, GA 30046
Email: customerservice@lawrencevillega.org

Phone: (678) 407-6675
Utility Emergency: Dial 911
Call Before You Dig: Dial 811

Account Number	Customer Number	Name	Online Banking Account Number	Bill Number
123456	123456	User, Test	1234567-123456	123456
Bill Date	Penalty Date	Service Address	Cycle	
07/23/2025	08/14/2025	123 Lawrenceville Street	1	

Description	Meter #	Meter Read Date Start	Meter Read Date End	Meter Read Usage Start	Meter Read Usage End	Total Usage	Amount
PAYMENTS AND ADJUSTMENTS							-\$288.86
OUTSTANDING BALANCE							\$255.90
RESID - HOMEOWNER - SANITATION		06/11/2025	07/15/2025				\$21.50
RESIDENTIAL ELECTRIC	123456789	07/15/2025	07/15/2025	26441	26441	2290	
ELECTRIC BASE FEE							\$26.00
CONSUMPTION AMOUNT							\$302.56
REPLACED METER #78456123		06/11/2025	07/15/2025	24151	26441	2290	
RESIDENTIAL GAS	12345678	06/11/2025	07/09/2025	8330	8347	17	
GAS BASE FEE							\$28.00
CONSUMPTION AMOUNT							\$18.84
STATEMENT FEE - DRFT NO EB		06/11/2025	07/15/2025				\$1.00

- Next, there will be a selection window to adjust the payment amount and select Continue to move forward with your payment.



Utility Billing

← **Make a Payment**

4050110 70 S CLAYTON ST	Due 7/23/2025	Balance \$32.45	Payment amount 32.45
			Subtotal \$32.45

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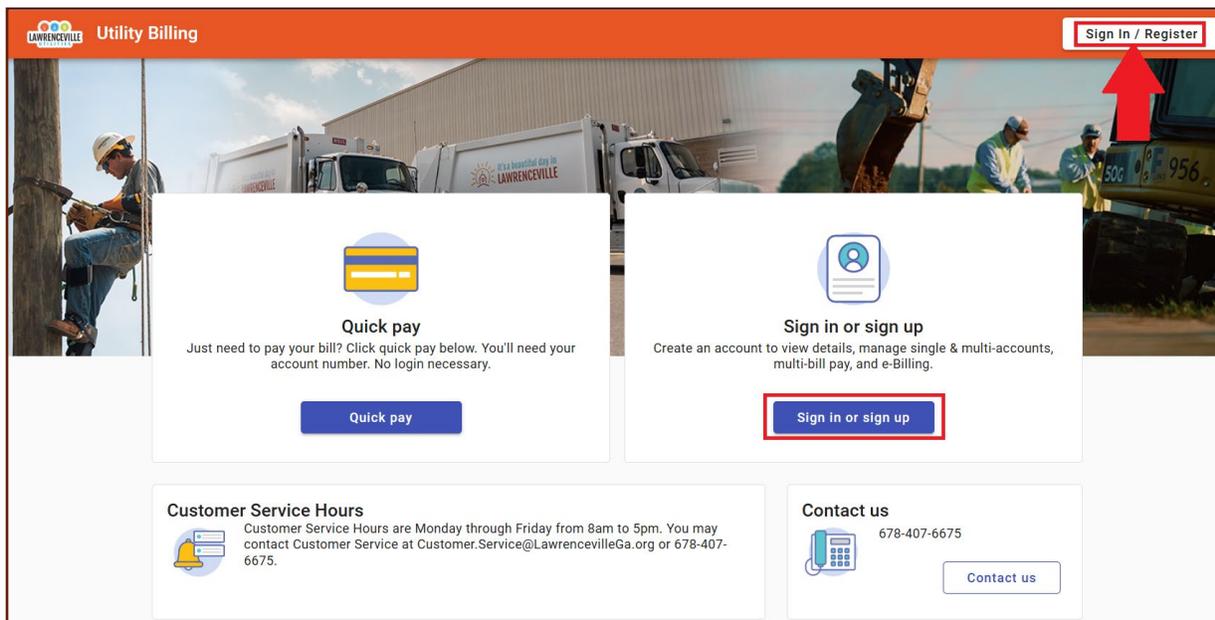
Contact us
678-407-6675

4. On the next screen, complete the payment information fields and select “Continue.”
Review your transaction on the next screen to submit.

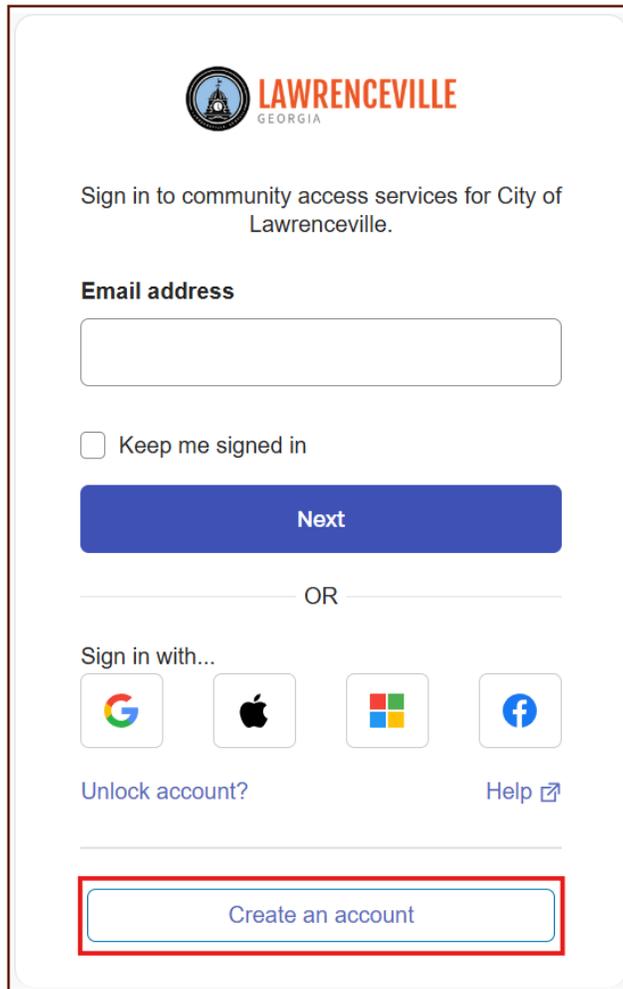
Enter your payment information	Summary
When would you like to pay?	Subtotal \$32.45
<input checked="" type="radio"/> Now	Processing fee \$0.00
<input type="radio"/> Later	Total \$32.45
How are you going to pay?	
Card number	
MM	
YYYY	
Cardholder name	
Address	
Billing ZIP code	
Security code	
Where should we send your receipt?	
Email for receipt*	
You will not be charged until you review your payment on the next step	
Back	Continue

New Users

1. When visiting the Utility Access – Utility Billing portal for the first time, click the “Sign In” button in the middle or at the top right of the screen. Clicking this will present the Sign In dialog box.



2. Select “Create an Account” at the bottom of the Sign In dialog box.



 **LAWRENCEVILLE**
GEORGIA

Sign in to community access services for City of Lawrenceville.

Email address

Keep me signed in

Next

OR

Sign in with...

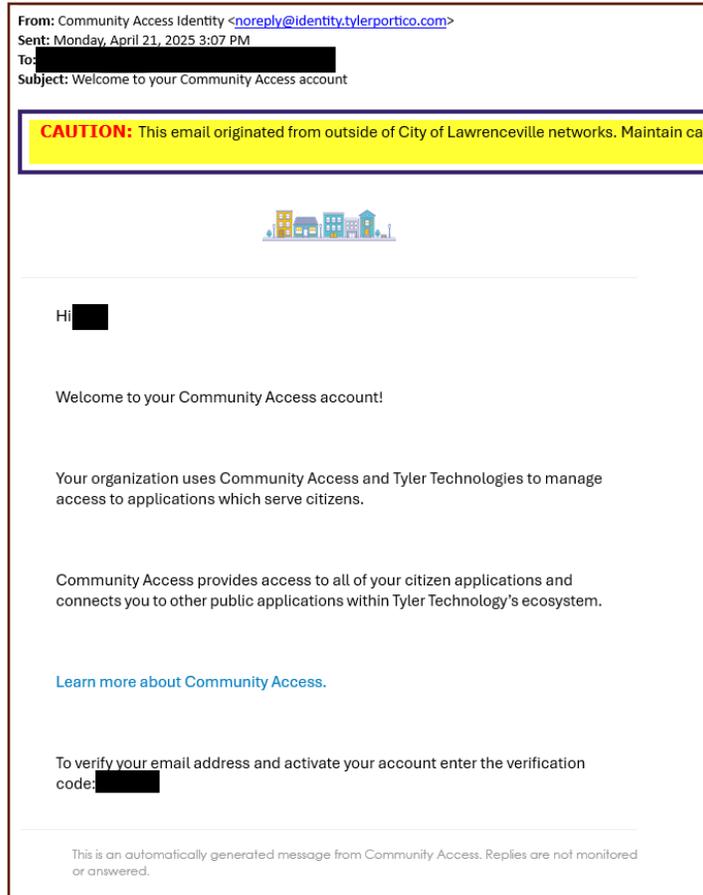
   

[Unlock account?](#) [Help](#) 

Create an account



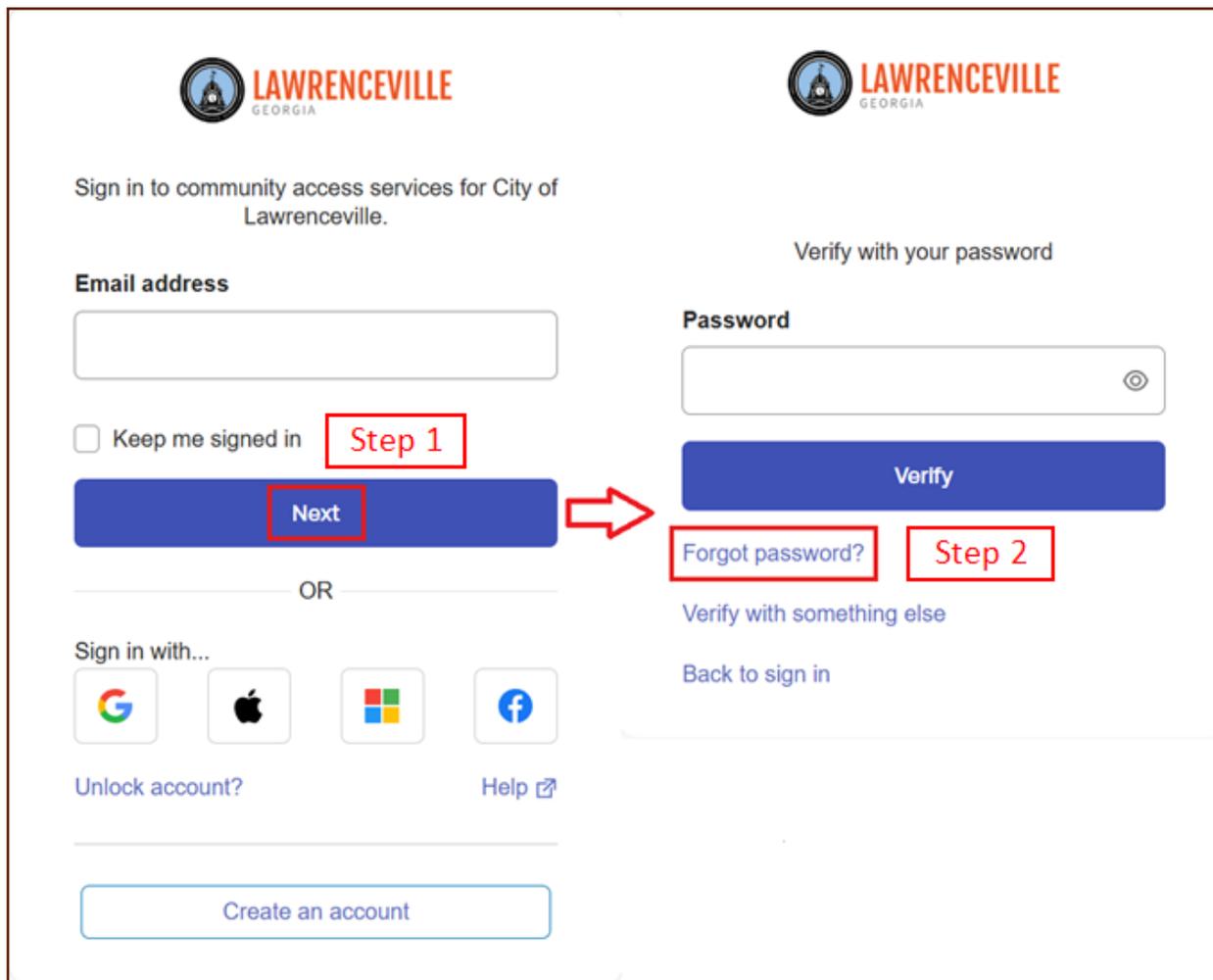
3. Enter a valid email address, first and last name, optional phone number, password, and click “Sign Up” to create the Tyler Identity account. *This application sends a confirmation email to the email address entered.*



Once you receive the email, verify your account by entering the verification code. After verification, Utility Access presents the User Profile page. *Users can complete their profile information, connect accounts, establish payment methods, and set notification preferences on the User Profile page.*

Password Resets

If you forgot your assigned password, you may input your email address first and then select “Next.” Clicking the “Forgot Password?” link on the sign in screen provides the steps to reset the password. Then choose “Send me an email.”



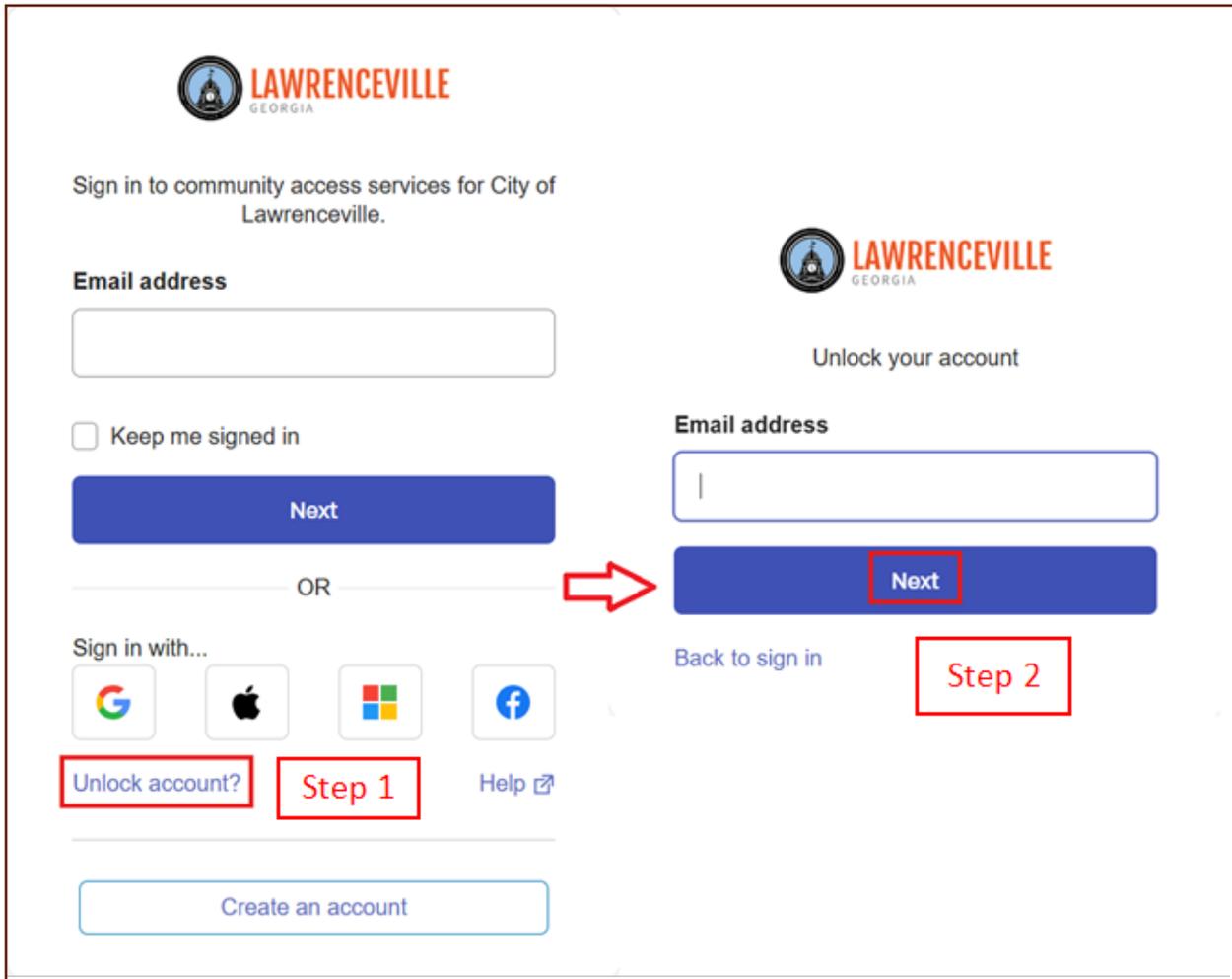
The screenshot shows the sign-in interface for Lawrenceville Georgia. It features two columns of input fields. The left column has an "Email address" field, a "Keep me signed in" checkbox, a "Next" button, and social login options for Google, Apple, Microsoft, and Facebook. The right column has a "Password" field, a "Verify" button, and links for "Forgot password?", "Verify with something else", and "Back to sign in". A red arrow points from the "Next" button to the "Forgot password?" link. Red boxes highlight the "Next" button, the "Forgot password?" link, and the "Step 1" and "Step 2" annotations.

Step 1

Step 2

Locked Accounts

If your account is locked, clicking the “Unlock Account?” link on the sign in screen provides the steps to unlock the account.

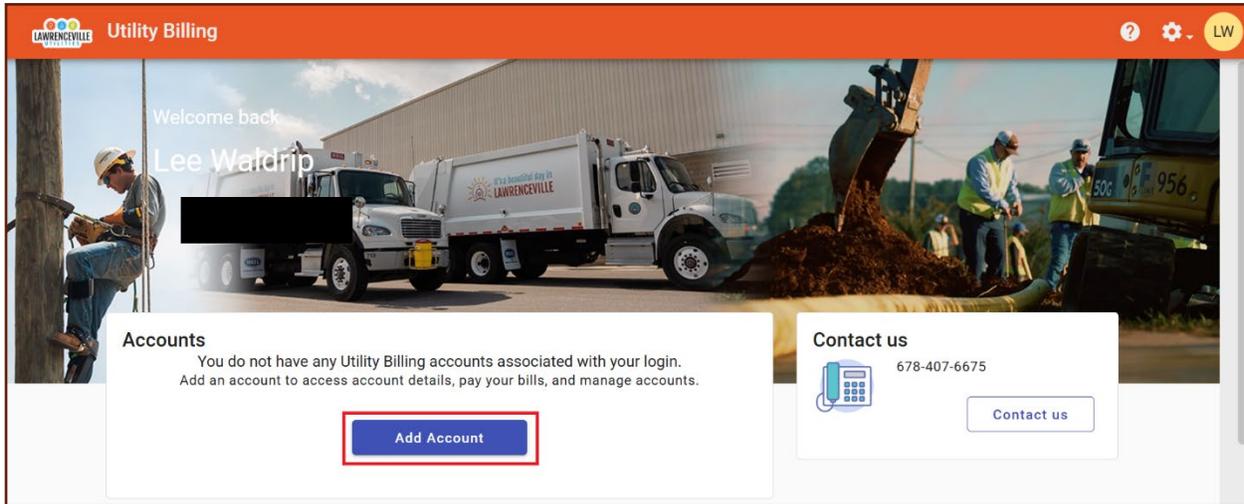


The screenshot shows the sign-in interface for Lawrenceville Georgia. On the left, the main sign-in form includes an email address input field, a "Keep me signed in" checkbox, a blue "Next" button, and social login options for Google, Apple, Microsoft, and Facebook. A red box highlights the "Unlock account?" link below the social login options, with a red arrow pointing to the right. Below the social login options is a "Create an account" button. On the right, a secondary "Unlock your account" section features an email address input field, a blue "Next" button (highlighted with a red box), and a "Back to sign in" link. A red box labeled "Step 2" is positioned below the "Next" button in the unlock section. A red box labeled "Step 1" is positioned below the "Unlock account?" link in the main sign-in section.

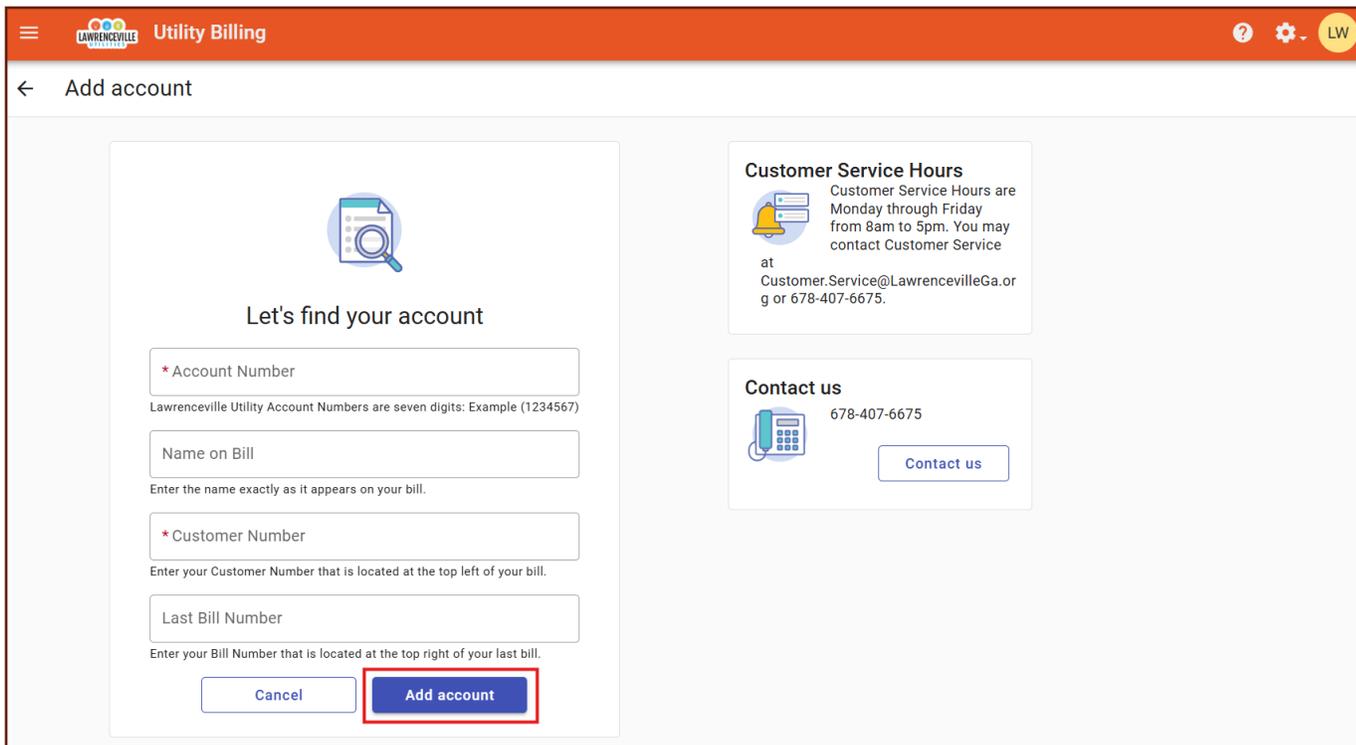
Adding Your First Utility Billing Account

With Utility Access, you can add a utility account to your profile to access account details, pay your bills, and manage accounts. Navigate to the home screen and locate the “Add Account” button in the middle of the screen.

1. Click “Add Account” to associate your log in with an existing utility account.



2. Enter the Account Number and Customer Number. These two are requirements to search for the existing account record. After adding these minimum requirements, select “Add Account.”



Utility Billing

← Add account

Let's find your account

* Account Number
Lawrenceville Utility Account Numbers are seven digits: Example (1234567)

Name on Bill
Enter the name exactly as it appears on your bill.

* Customer Number
Enter your Customer Number that is located at the top left of your bill.

Last Bill Number
Enter your Bill Number that is located at the top right of your last bill.

Cancel Add account

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Contact us
678-407-6675
Contact us



Your Account Number and Customer Number can be found at the top left of your utility bill. View the example below:



LAWRENCEVILLE UTILITIES

City of Lawrenceville Utility Office

Office Hours: Monday - Friday 8am to 5pm
 Location: 70 S. Clayton St. Lawrenceville, GA 30046
 Email: customerservice@lawrencevillega.org

Phone: (678) 407-6675
 Utility Emergency: Dial 911
 Call Before You Dig: Dial 811

Account Number
[REDACTED]

Bill
04/11/25

Customer Number
[REDACTED]

Pay Date
04/11/25

Name
[REDACTED]

Service Address
[REDACTED]

Online Banking Account Number
[REDACTED]

Bill Number
[REDACTED]

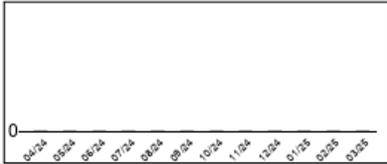
Cycle
1

Description	Meter #	Meter Read Date		Meter Read Usage		Total Usage	Amount
		Start	End	Start	End		
PAYMENTS AND ADJUSTMENTS							-\$180.81
CREDIT BALANCE							\$0.00
COMMERCIAL ELECTRIC ND	[REDACTED]	03/12/2025	04/09/2025	45685	45685	0	
ELECTRIC BASE FEE							\$31.00
CONSUMPTION AMOUNT							\$0.00
COMMERCIAL GAS	[REDACTED]	03/12/2025	04/09/2025	0	0	0	
GAS BASE FEE							\$32.00
CONSUMPTION AMOUNT							\$0.00
COMMERCIAL SANITATION		03/12/2025	04/09/2025				\$20.00
STATEMENT FEE - NO EB DRFT		03/12/2025	04/09/2025				\$2.95
SALES TAX							\$3.78

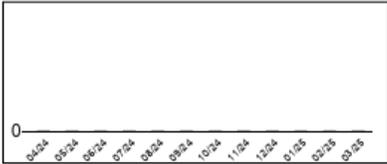
Due by: 05/14/2025

Due after: 05/14/2025

Gas



Electric

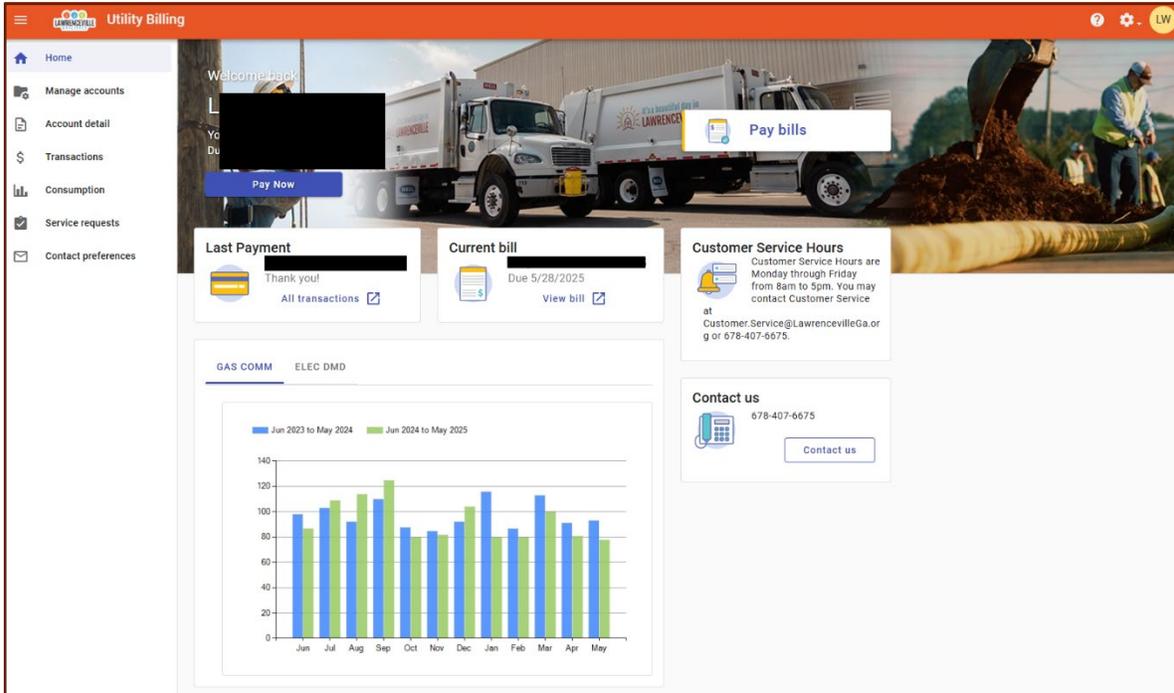


SPECIAL MESSAGE:

ACCOUNTS MAY BE SUBJECT TO TERMINATION IF THEY ARE 2 MONTHS PAST DUE, OR IF THE ACCOUNT HAS REMAINED DISCONNECTED FOR MORE THAN 10 DAYS. THIS IS NOT SUBJECT TO THE DISCONNECT DATE NOTICE ABOVE.

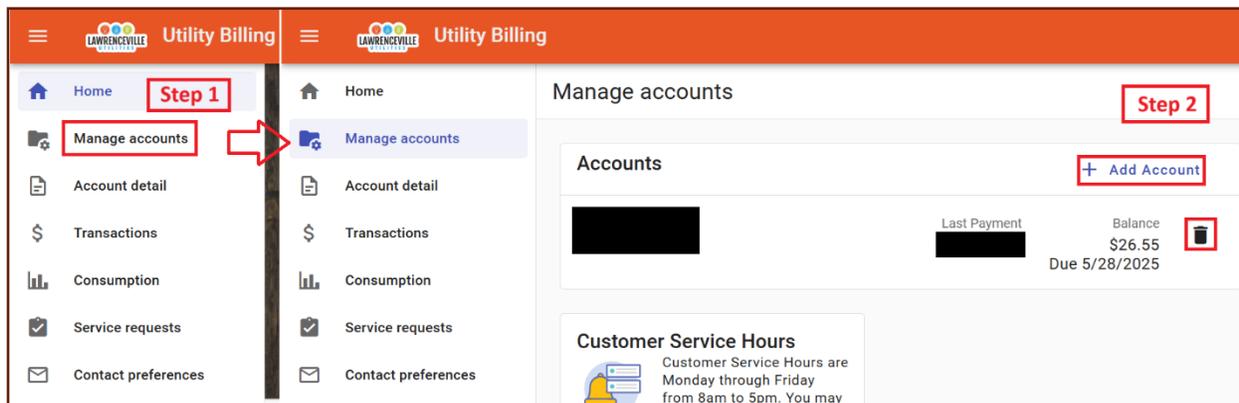
- Payment must be received by the City by due date to avoid late charges.
- Accounts with a Past Due balance (arrears) are subject to disconnection and a disconnect fee.
- Copies of all utility rates, terms, and conditions are available on the LawrencevilleUtilities.com website.

- If successful, the account will now load into the Home Page with your account details. Your home page will look like the following:



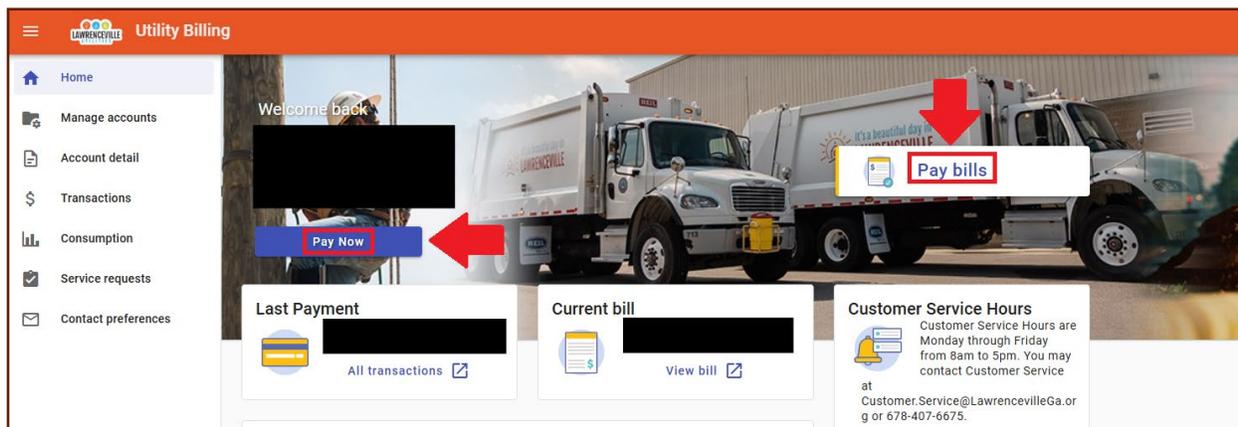
How to Link Multiple Accounts or Delete Linked Accounts

- To add additional accounts or delete an account from your profile, select “Manage Accounts” on the left side of the Home Page. Once in Manage Accounts, you will see an option to add an account or remove existing accounts. The “Add Account” option appears at the top and a trash can symbol appears next to each account. Select either Add Account to add additional accounts or select the trash can to delete accounts that you no longer wish to manage online.

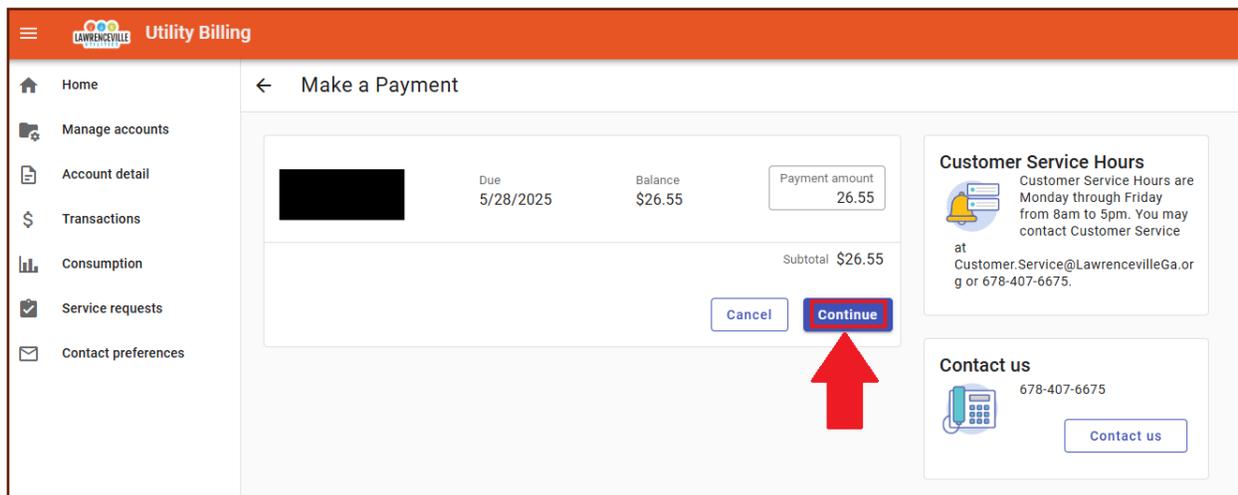


How to Pay a Bill

1. After logging in and connecting your account, you will see two areas on the Home Page to pay a bill. “Pay Now” is featured in the middle and “Pay Bills” on the right. Select either one.



2. After selecting “Pay Now” or “Pay Bills” the accounts that have a payment amount available will populate. Make your selections for payment amount and select “Continue.”





3. On the next screen, complete the payment information fields and select “Continue.”
Review your transaction on the next screen to submit.

 **LAWRENCEVILLE** Payments | City of Lawrenceville

Enter your payment information

When would you like to pay?

Now
 Later

How are you going to pay?

Card number _____

MM _____

YYYY _____

Cardholder name _____

Address _____

Billing ZIP code _____

Security code _____

Remember this card

Where should we send your receipt?

Enter a valid email address

You will not be charged until you review your payment on the next step

Summary

Subtotal	\$26.55
Processing fee	\$0.00
Total	\$26.55