

# Account Access – Frequently Asked Questions

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## FAQs

### Why should I register for Account Access?

- Account Access helps you manage your LCEC account, view your bills, make payments by various methods, and monitor your daily energy usage.

### How do I register for Account Access?

- You can register for Account Access by clicking on the following link:  
<https://wss.lcec.net/SelfService/SSvcController/registration>.

### What will I need to register for Account Access?

- To register for Account Access, you will need your 10-digit LCEC account number and the personal identifier that you provided when you first established your LCEC account.
  - For residential accounts, this is usually a person's social security number or passport number.
  - For commercial accounts, it is usually the FEI or corporate document number.
  - If you established a password for your LCEC account, you can use it as your identifier.
- Select a user ID that is at least 6 characters long that does not contain any special characters such as / & ! % \$ #. User IDs are case sensitive.

### What are the rules for a valid password?

- LCEC recommends a strong password that includes both letters and numbers.
  - Passwords should be a minimum of 6 and a maximum of 10 characters in length.
  - They should not contain special characters such as / & ! % \$ #.
  - Passwords are case sensitive.

### I can't remember my user ID. How can I get it?

- To confirm your user ID, please contact our Customer Care Center at (239) 656-2300 or (800) 599-2356, Monday through Friday between 7:00 A.M. and 6:30 P.M. You may also contact us by clicking on the following link: <https://www.lcec.net/about-lcec/contact-us/contact-customer-care>.

### **When I enter my user ID and password, I get an error message. What should I do?**

- First, check to ensure you are entering your user ID and password correctly. They are both case sensitive.
  - You can confirm your user ID by contacting us by phone or by email.
  - You can retrieve your password by clicking on the [Forgot your Password, click here](#) link on the Account Access Log In page.

### **What happens when I select [Forgot your Password, click here](#)?**

- The password reminder question that you selected when you registered will appear. Once you correctly answer the question and click on the Submit button, you will receive an email that contains your password. For your security, LCEC does not have access to your password, so a Customer Care Professional will be unable to provide it to you; however, we can assist you with the correct answer for the password reminder question.
- If you receive an error message when you click on the [Forgot your Password, click here](#) link, it is usually due to an issue with your password. Please contact our Customer Care Center at (239) 656-2300 or (800) 599-2356, Monday through Friday between 7:00 A.M. and 6:30 P.M. You may also contact us by clicking on the following link: <https://www.lcec.net/about-lcec/contact-us/contact-customer-care>.

### **When I log in to Account Access, I see a list of account numbers on the My Accounts page. Why is that?**

- You have multiple accounts with LCEC, or you had other accounts in the past. All accounts that are linked to you will show up on the My Accounts page.
  - If you select an inactive account, information will be missing on the Account Information page.
  - Be sure always to select the account you want to view.

### **How can I change my user ID?**

- Generally, user IDs are not changed. If you have a special situation that requires you to change your user ID, please contact our Customer Care Center at (239) 656-2300 or (800) 599-2356, Monday through Friday between 7:00 A.M. and 6:30 P.M. You may also contact us by clicking on the following link: <https://www.lcec.net/about-lcec/contact-us/contact-customer-care>.

### **How can I change my password and/or my password reminder question?**

- Once you have successfully logged in to Account Access, click the “Change Password” link located on the left side of the screen.

### **I thought I signed up for Paperless Billing, but I did not receive an email notification that my bill was ready to view. Why is this?**

- Enrolling in Paperless Billing is a two-step process. For instructions on how to successfully Go Green, click [here](#).

### **I am having problems viewing my bill. What should I do?**

- Adobe Reader is required to view LCEC bills online. Some newer computers may be using a different PDF viewer and not have Adobe Reader installed at all. We recommend that you check your computer’s applications to ensure that Adobe Reader is installed, and that you have the latest version compatible with your operating system. You can download the latest version of Adobe Reader from the [Account Access Log In](#) page.
- If you are using a browser other than Chrome, you may need to save the bill PDF to your computer and view it from there.
  - Right click on the View Bill link.
  - Select “Save target as…” or “Save link as…” from the options.
  - Select a location to save the PDF in.
  - Open the PDF from the folder you saved it in.

**I am no longer able to view my daily usage in kiloWATCH. Why not?**

- Currently, kiloWATCH is not available for customers who have more than one premise on an account, commercial customers, net metering customers, or customers with demand meters. Also, moving from one location to another within LCEC service territory will result in a short period during which the graph will not be available. Once the final electric usage has been billed and paid at the former location and there is only one address active under your account, the “View Daily Energy Usage” link will become available.

**I still need help!**

- If you still need assistance, please contact our Customer Care Center at (239) 656-2300 or (800) 599-2356, Monday through Friday between 7:00 A.M. and 6:30 P.M. You may also contact us by clicking on the following link: <https://www.lcec.net/about-lcec/contact-us/contact-customer-care>.