




City of Lawrenceville Customer Self Service Customer Number/ID (CID) Linking Guide

Open a web browser and navigate to: www.lawrencevillega.org/css.

Click the login  button in the top-right corner of the screen.

Enter your email address and password then click “Sign in”.

Sign in to community access services.

[Sign in with Google](#)

[Sign in with Apple](#)

[Sign in with Microsoft](#)

[Sign in with Facebook](#)

OR

Email address
customerservice@lawrencevillega.org

Password
.....

Remember me

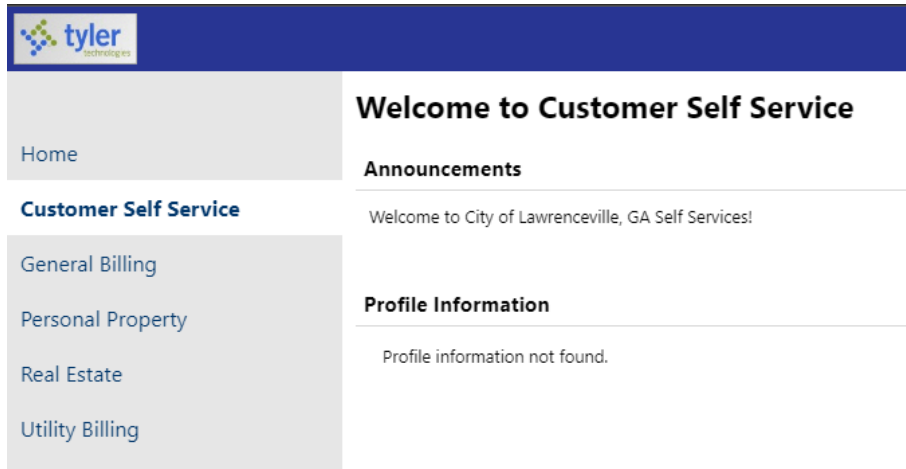
[Sign in](#)

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

Don't have an account? [Sign up](#)

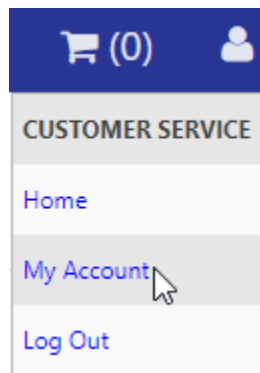


You should be successfully signed in and see a similar page as below:



Click the “User Menu” icon  in the top-right corner of the screen.

Click “My Account”:



Click "link to account" on the right side of the page in line with "Customer Accounts"

Account Settings

Account Information

Now logged in as	CUSTOMERSERVICE@LAWRENCEVILLEGA.ORG
Last successful login	8/3/2022
E-Mail address	customerservice@lawrencevillega.org

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts

There are currently no linked accounts

[link to account](#)

Personal Property Accounts

There are currently no linked accounts

[Go To Module Homepage](#)

Utility Billing Accounts

Account Customer

There are currently no linked accounts

[Go To Module Homepage](#) [link to account](#)

Enter your Customer Number/ID (CID) and click "Submit":

Customer Account Linking

Create new Customer Account Link

To establish a new Customer Account Link, enter the required values below

Customer Number/ID *

You should see your customer name and ID in the Linked Accounts section.

Click details on the right side to see your customer profile details.

Account Settings

Account Information

Now logged in as	CUSTOMERSERVICE@LAWRENCEVILLEGA.ORG
Last successful login	8/3/2022
E-Mail address	customerservice@lawrencevillega.org

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts

Name	Account	
CUSTOMER SERVICE	66064	link to account details remove



LAWRENCEVILLE UTILITIES

After clicking details, you can see your customer information including phone number(s), email address(es), bill preferences, and automatic payment enrollments. You can also modify phone numbers, email addresses, and bill delivery preferences.

Customer Profile Details

Customer Profile Details [View Bill History](#)

CustomerID/Account Number	66064
Name	CUSTOMER SERVICE
Address 1	70 S. Clayton St.
City	Lawrenceville
State	GA
Zip	30046

Phone Numbers [Add New](#)

Number	Type	Allow Notifications	Preferred Contact	Subscribe	Change Preferred	Remove
678-407-6675	Mobile	<input type="checkbox"/>	<input type="checkbox"/>	Allow Notifications	Make Preferred	Remove

Email Addresses [Add New](#)

Address	Preferred Contact	Change Preferred	Remove
customerservice@lawrencevillega.org	<input type="checkbox"/>	Make Preferred	Remove

Billing Contact and Instructions

Name	Customer Service
Phone	678-407-6675
E-Mail	customerservice@lawrencevillega.org

Bill Delivery Preferences [Add New](#)

Bill Category	Document Type	Notification Method	Edit
	Bill	Mail	edit
	Statement	Mail	edit

Automatic Payment Enrollments

No automatic payment enrollments were found for the selected customer.