

REGISTERING FOR THE UTILITIES BILLING SELF SERVICE PORTAL

(June 30, 2022)

The portal is located at:

ladpu.com/SSBilling

(You will see <https://identity.tylerportico.com/> at the top)

Go to the bottom of the page
& click on “Sign up”

TROUBLESHOOTING TIP: If you have signed up in the past and are having difficulty logging in, try one of the following solutions.

If you initially registered a Google email address, click **Sign In with Google** and use your Google password.

If you initially registered an Apple email address, click **Sign In with Apple** and use your Apple password.

If you initially registered a Microsoft email address, click **Sign In with Microsoft** and use your Microsoft password.

If you initially registered under another email domain and it is the one you use for Facebook, you can use the option to **Sign In with Facebook**. (You can use the Facebook sign-in even if the email addresses are different, but you will need to link your account again. Please have your *Customer Number* and *Account Number* available for that step.)

OR sign in with the email address and password you used during the initial registration.

If you are still having problems logging in, try clicking “Unlock account.” Otherwise, you likely need to register with Tyler Portico by clicking the “sign up” link at the bottom of the form.

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

Password

Remember me

Sign in

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

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

Once you are logged into the Billing Self Service Portal, you should link your account.

LOS ALAMOS
where discoveries are made

Welcome to Utilities Self Service

Announcements

Welcome to the Utilities Self Service portal for Los Alamos County. Here you can view and download your utility bill, pay your utility bill, sign up for electronic funds transfer, and review your consumption history. After completing your Utilities Self Service user registration, please use the provided "Link to Account" hyperlinks to associate your utility account(s) to your user. You will need your utilities account number and customer id from your most recent utility bill(s) to do this. Please note that account linking is a one-time set-up.

Profile Information

Profile information not found.

My Account

Log Out

Pull down the dropdown box with Person ICON and select **My Account** to link a Customer Account and a Utility Billing Account.

LOS ALAMOS
where discoveries are made

Customer Account Linking
Create new Customer Account Link

To establish a new Customer Link, enter your customer id below. Your customer id may be found on your most recent utility bill.

Enter Your Customer ID *

Submit **Cancel**

* indicates required field

Enter your **Customer ID** and select **Submit**.

NOTE that the Customer ID is a seven-digit number that begins with a 2 and can be found on your utility bill. Contact Customer Care if you need assistance identifying your Customer ID. 505.662.3333 or CustomerCare@lacnm.us.

LOS ALAMOS
County of Los Alamos
Customer Care (505) 662-8333, customercare@lacnm.us
Pay your bill online at: ladpu.com/Paymentus

Account Summary

Bill Date: 04/16/2020
Due Date: 05/11/2020
Service Period: 03/09/2020 to 04/08/2020

BALANCE DUE

Customer Name: CUSTOMER NAME
Service Address: 123 STREET NAME
Bill Number: 505542

Description	Meter	Read Type	Previous Meter Reading	Current Meter Reading	Demand Charges	Demand Rate	Multi.	Usage	Commodity Rate	Charge
ELECTRIC	KWH	A	342	963			1	621	0.115200	71.54
Service Charge										12.00

Account Summary

Account Number: 3XXXXXX
Customer ID: 2XXXXXX
Previous Balance: 240.35
Adjustments: 0.00
Payments: 240.35
Current Billing Amount: 231.32
TOTAL AMOUNT DUE: 231.32

Account Settings

Account Information

Now logged in as	YourEmail@email.com
Last successful login	6/11/2020
E-Mail address	YourEmail@email.com Change E-Mail Address

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

[link to account](#)


Name	Account	
CUSTOMER NAME	2XXXXXX	details remove

Utility Billing Accounts

[link to account](#)

Account	Customer	
3XXXXXX	2XXXXXX	remove

[Go To Module Homepage](#)

When you  have finished adding utility billing accounts, select **Utility Self Service**

NOTE: You can add another one of your accounts by repeating the process and selecting the "link to account." You can also remove an account by clicking on "remove."

If you have questions or need assistance,
please contact the
Los Alamos County Customer Care Center:

customercare@lacnm.us

505-662-8333