

Current Portal Assistance
Registering for the Portal



ePlace

Have you used our ePlace portal before to apply for a permit, license, paid for parking permits? If so, you already have account credentials. Select Sign in and enter the username and password.

If you are a first-time user and have **never used the ePlace portal**, navigate to the Portal. Select the button for Sign in or Sign Up



Sign in or sign up

Create an account to view details, manage single & multi-accounts, multi-bill pay, and e-Billing.

Sign in or sign up

Select Register




Login

Login

[Forgot password?](#)

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

Enter the email address you would like to use (this does not have to be the email on your utility account) and password.



Register

Email required

Password required

Confirm Password required

Name

Phone number

[Register](#) [Cancel](#)

Already have an account? [Login](#)

Click Register. After clicking Register, an email from noreply@municipalonlinepayments.com is sent to the email address. The email address contains an activation button, click the Activate Account button.



New Account Registration

Welcome to Municipal Online Services! You're receiving this email because you registered an account online. If you did not request this account, please disregard this email.

To activate your account please click the button below:

[Activate Account](#)

7/23/2025 10:41:28 AM

Note: Activation link expires in 24 hours, please log in again to receive a new activation email.

The account is now active. Login using the username and password created.

Adding the first Utility Account


Login to the Utility Access Portal using your username and password.

After logging in the first time, the user will be prompted with a box to add an account. Click the Add Account button.

Accounts

You do not have any Utility Account accounts associated with your login.
Add an account to access account details, pay your bills, and manage accounts.

Add Account



Let's find your account

* Account Number

Please include all dashes. Account number example: 123456789-001

* Name on Bill

Enter the name exactly as it appears on your bill.

Cancel

Add account

Enter the account credentials. ComfortSystems account numbers are formatted 12345679-001 or 123456789S-001. Enter the name exactly as it appears on the bill. Click Add Account

Desktop	Mobile
---------	--------

Mobile

Click Add Account

The screenshot displays the 'Accounts' section of the ComfortSystems User interface. At the top, there is a navigation bar with a hamburger menu icon on the left and a 'CU' logo on the right. Below the navigation bar, a welcome message 'Welcome back ComfortSystems User' is followed by the current balance: 'Your current balance is \$964.51'. Three buttons are visible: 'Pay Now', 'Pay bills', and 'Schedule payment'. The 'Accounts' section lists three accounts, each with a name, ID, due date, and balance. The first account is '061624885-002' with a due date of '8/8/2025' and a balance of '\$250.42'. The second account is '081515728-002' with a due date of '8/12/2025' and a balance of '\$495.43'. The third account is '123456789-001' with a balance of '\$0.00'. A pink box highlights the '+ Add Account' button in the top right corner of the accounts list.

Account Name	Account ID	Due Date	Balance
061624885-002	061624885-002	8/8/2025	\$250.42
081515728-002	081515728-002	8/12/2025	\$495.43
0 NO ADDRESS	123456789-001		\$0.00

Home

Manage accounts

Contact preferences

← Add account

Let's find your account

1

* Account Number

2

Please include all dashes. Account number example: 123456789-001

3

* Name on Bill

Enter the name exactly as it appears on your bill.

Cancel

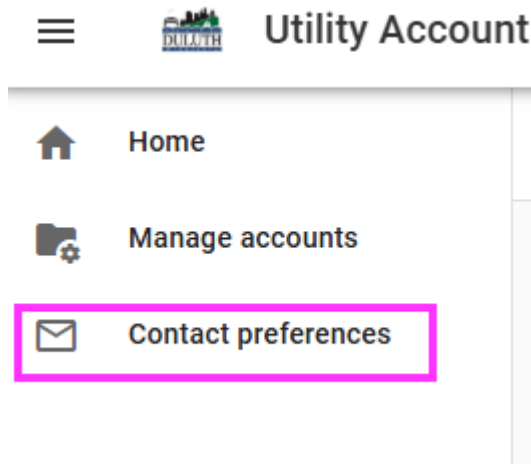
Add account

*Sundry accounts are for appliance service work and or for Comfort Policy accounts and contain an S in the account number (i.e., 123456789S-001)

Enrolling in eBilling

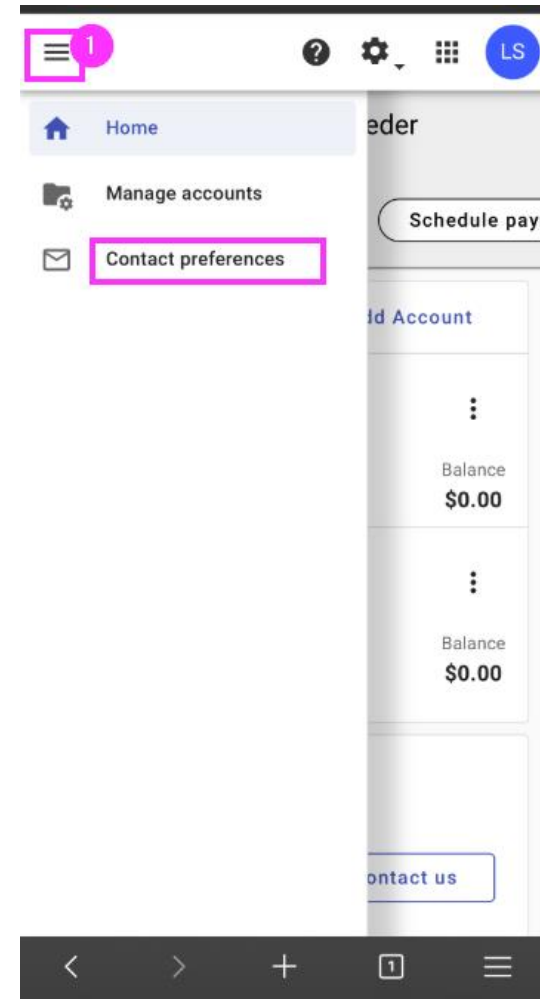
Desktop

Go to Contact preferences on the left side navigation.



Mobile

On mobile, the sidebar is hidden until it is expanded. Click the 3 lines to expand the sidebar.



Select the radio button to enroll in paperless. Verify the email address you would like that eBill to be sent to.

Utility Account

Home

Manage accounts

Contact preferences

Contact preferences

Contact preferences

* Account

123456789-001-386168 - 0 NO ADDRESS

Billing

Bill delivery preference

Enroll in paperless

Mail paper bill

Apply to all accounts

Email

pwucustomerservice@duluthmn.gov

Update

If you have multiple accounts linked, you can apply these settings to all of the utility accounts by checking the *Apply to all accounts* button. Or, adjust the enrollment and email address for each account individually with the dropdown.

Utility Account

Home

Manage accounts

Contact preferences

Contact preferences

Contact preferences

* Account

123456789-001-386168 - 0 NO ADDRESS

Billing

Bill delivery preference

Enroll in paperless

Mail paper bill

Apply to all accounts

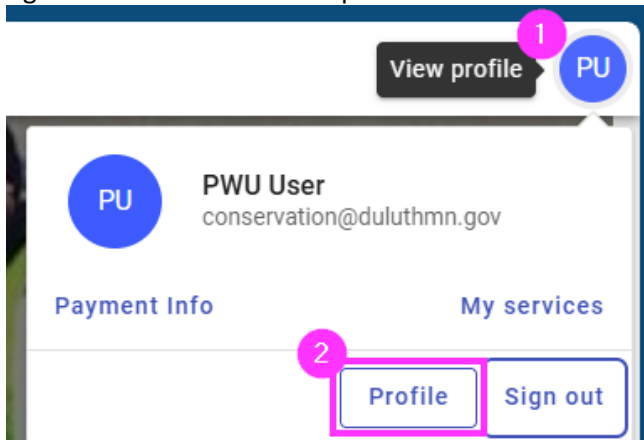
Email

pwucustomerservice@duluthmn.gov

Update

Updating the Login Email Address

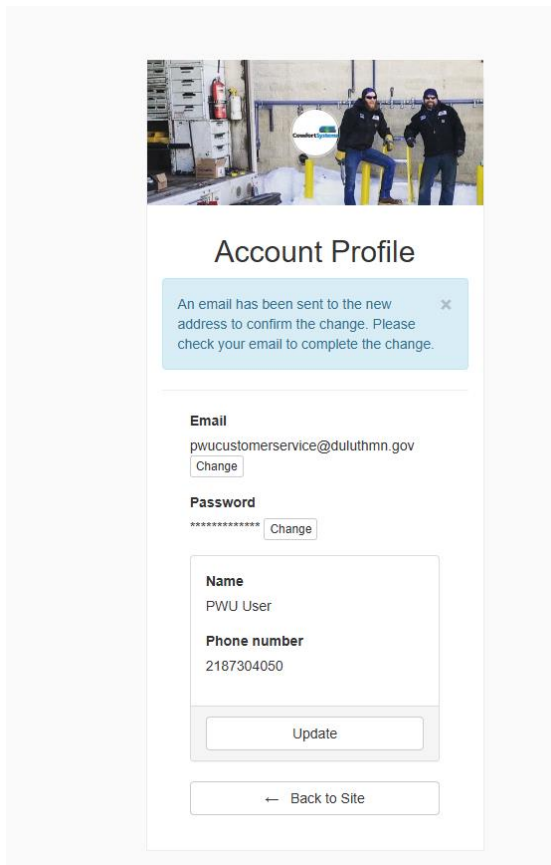
Want to change the address associated with your login credentials? Click on the circle with the user initials in the upper righthand corner and select profile.



Select change next to the email field. Enter the new email address. Click Request Email Change.

A screenshot of the 'Account Profile' form. At the top is a header image showing two people in winter gear standing in a snowy industrial setting. Below the image is the title 'Account Profile'. The form contains three sections: 'Email' with the address 'conservation@duluthmn.gov' and a 'Change' button highlighted with a pink box; 'Password' with a masked field '*****' and a 'Change' button; and 'Name' with the text 'PWU User' and 'Phone number' with the text '2187304050'. At the bottom are two buttons: 'Update' and '← Back to Site'.A screenshot of the 'Change Email' form. It features the same header image as the previous form. The title 'Change Email' is prominently displayed. Below it, the 'Current Email' is listed as 'conservation@duluthmn.gov'. The 'New Email' section has an empty text input field. At the bottom are two buttons: a blue 'Request Email Change' button and a grey 'Cancel' button.

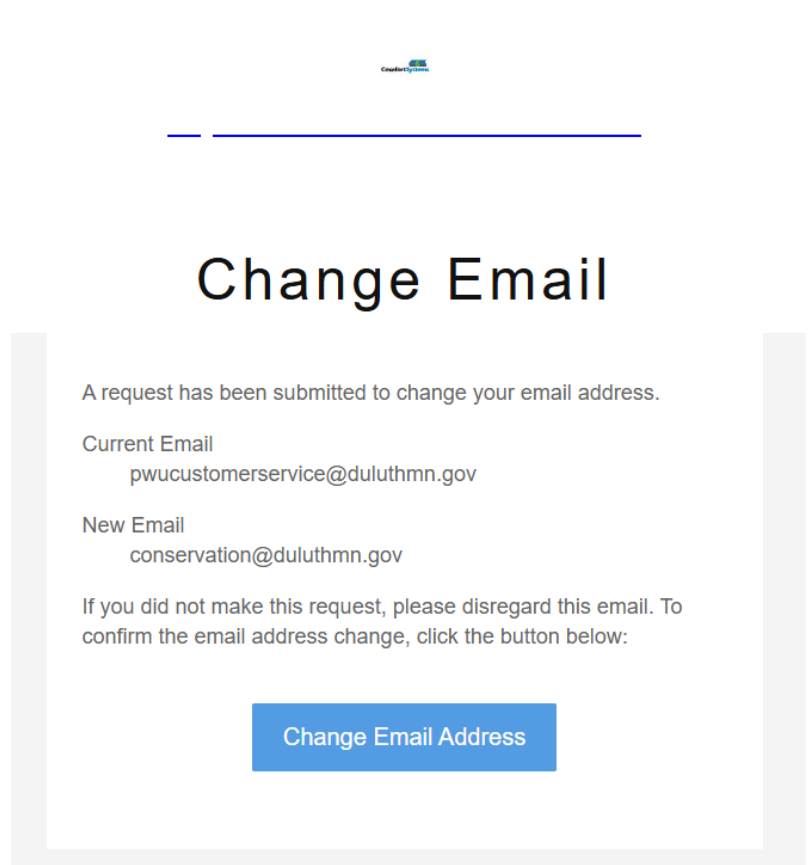
An email is sent to the new email address confirming the change



The screenshot shows the 'Account Profile' page. At the top is a header image of two people in winter gear. Below it, a blue notification box states: 'An email has been sent to the new address to confirm the change. Please check your email to complete the change.' The profile details are as follows:

Field	Value	Action
Email	pwucustomerservice@duluthmn.gov	Change
Password	*****	Change
Name	PWU User	
Phone number	2187304050	

At the bottom are two buttons: 'Update' and '← Back to Site'.



The screenshot shows a 'Change Email' confirmation page. It features a blue header with the title 'Change Email'. The main content area contains the following text:

A request has been submitted to change your email address.

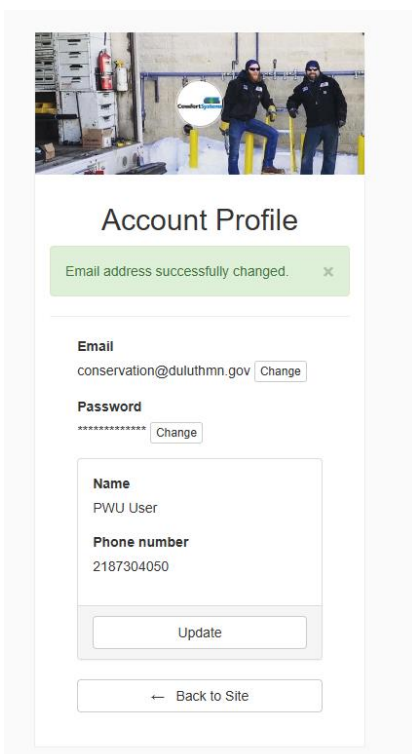
Current Email
pwucustomerservice@duluthmn.gov

New Email
conservation@duluthmn.gov

If you did not make this request, please disregard this email. To confirm the email address change, click the button below:

At the bottom is a large blue button labeled 'Change Email Address'.

After selecting the Change Email Address button, the customer is redirected back to the portal and a confirmation message appears



The screenshot shows the 'Account Profile' page after a successful email change. A green notification box at the top states: 'Email address successfully changed.' The profile details are now updated:

Field	Value	Action
Email	conservation@duluthmn.gov	Change
Password	*****	Change
Name	PWU User	
Phone number	2187304050	

At the bottom are two buttons: 'Update' and '← Back to Site'.