	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

| Email address |
| Password |

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.

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.

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

Adding Additional Utility Accounts

Desktop	Mobile
Select Manage accounts from the left sidebar navigation. Click Add Account	Click Add Account

Enter the account credentials. Click Add account
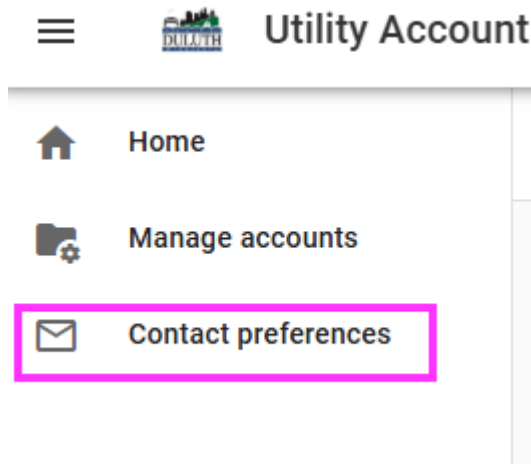

Repeat for all utility and sundry* accounts.

*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)
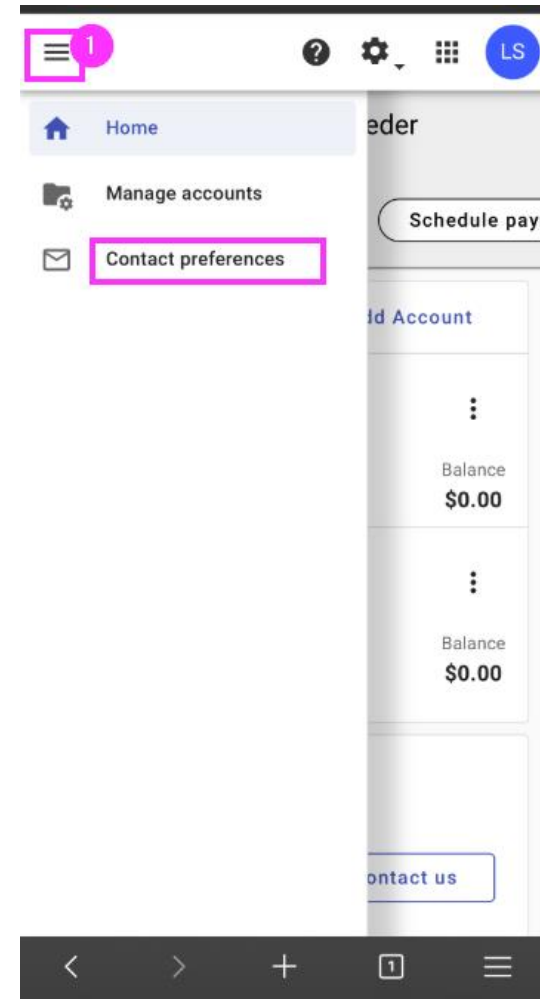
Enrolling in eBilling

Desktop	Mobile

Go to Contact preferences on the left side navigation.

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.

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.
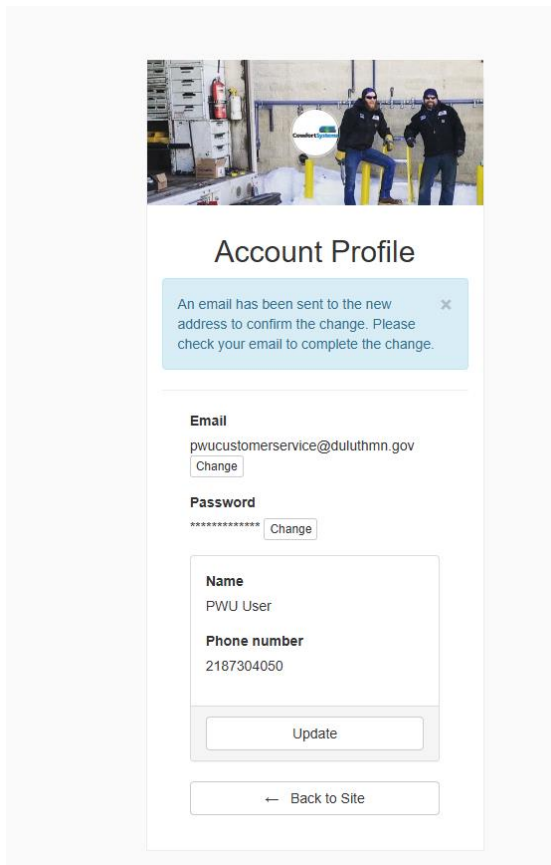
Updating the Login Email Address

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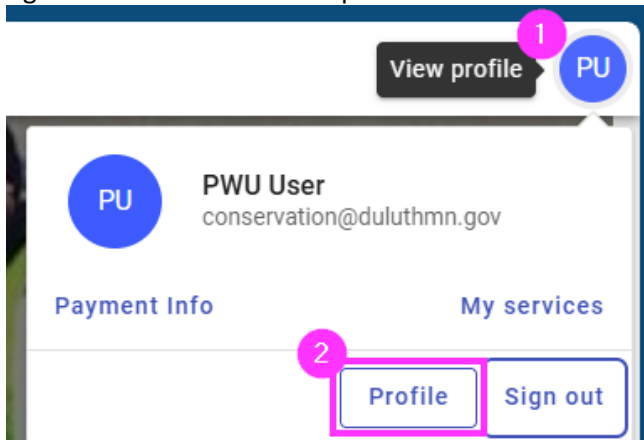
Select change next to the email field. Enter the new email address. Click Request Email Change.

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

Account Profile

An email has been sent to the new address to confirm the change. Please check your email to complete the change. ✕

Email
pwucustomerservice@duluthmn.gov
Change

Password
************* Change

Name
PWU User

Phone number
2187304050

Update

← Back to Site

Change Email

A request has been submitted to change your email address.
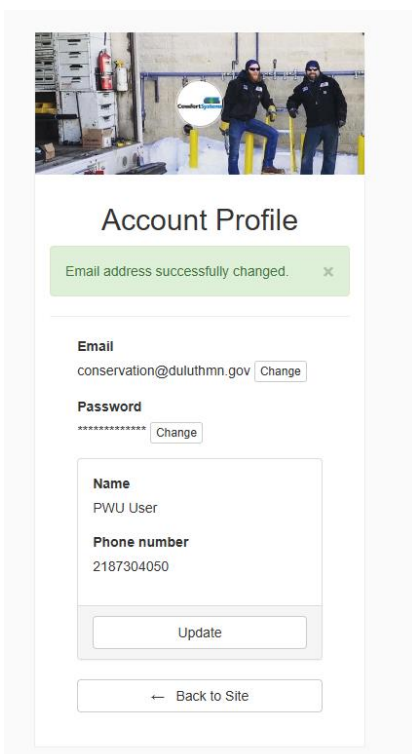
Current Email
pwucustomerservice@duluthmn.gov

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:

Change Email Address

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

Account Profile

Email address successfully changed. ✕

Email
conservation@duluthmn.gov Change

Password
************* Change

Name
PWU User

Phone number
2187304050

Update

← Back to Site