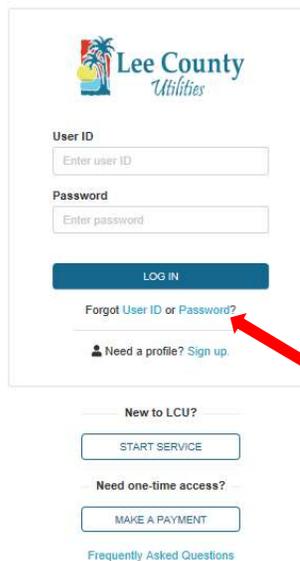


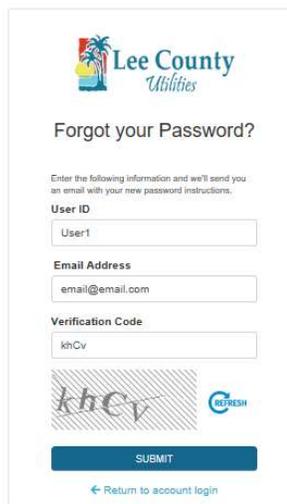


Forgot Password

1. Go to myutilities.leegov.com
2. To reset your Password click on Password.

A screenshot of the Lee County Utilities login page. The page features the company logo at the top. Below the logo are two input fields: "User ID" with the placeholder "Enter user ID" and "Password" with the placeholder "Enter password". A blue "LOG IN" button is positioned below these fields. Underneath the button is a link that says "Forgot User ID or Password?" with a red arrow pointing to it. Below this link is another link: "Need a profile? Sign up." At the bottom of the page, there are three sections: "New to LCU?" with a "START SERVICE" button, "Need one-time access?" with a "MAKE A PAYMENT" button, and a link for "Frequently Asked Questions".

3. Enter your User ID, email address, and the verification code from the Captcha. Then click Submit.

A screenshot of the Lee County Utilities "Forgot your Password?" page. The page has the company logo at the top. Below the logo is the heading "Forgot your Password?". A sub-heading reads: "Enter the following information and we'll send you an email with your new password instructions." There are three input fields: "User ID" with the placeholder "User1", "Email Address" with the placeholder "email@email.com", and "Verification Code" with the placeholder "khCv". Below the verification code field is a CAPTCHA image showing the text "khCv" and a "REFRESH" button. A blue "SUBMIT" button is located at the bottom of the form. At the very bottom, there is a link: "Return to account login".

4. You will then receive an email from LCU Customer Care with a link in it to reset your password. Follow the link.



Thank you for using online account system.

Click [here](#) to reset your password.

Thank you,

Lee County Utilities
Customer Care Services

5. After clicking on the link. Enter your new password. Then click 'Reset Password'.

A screenshot of a web form titled "Reset your Password" for Lee County Utilities. The form includes a "New Password" section with a text input field labeled "Enter New password" and a password strength indicator. Below it is a "Confirm Password" section with a text input field labeled "Enter Confirm Password" and another password strength indicator. At the bottom of the form is a blue button labeled "RESET PASSWORD" and a link labeled "Return to account login".

Lee County Utilities

Reset your Password

New Password
Must be 8 to 15 characters with at least one:
lowercase letter, uppercase letters, and number.
May also include the following characters: !#%&*.

Confirm Password
Enter Confirm Password

RESET PASSWORD

[Return to account login](#)

6. Click 'Close' on the popup and you will be rerouted back to the login screen.

A screenshot of a notification message box. The message text is "Password reset successfully." and there is a blue button labeled "CLOSE" in the bottom right corner.

Password reset successfully.

CLOSE