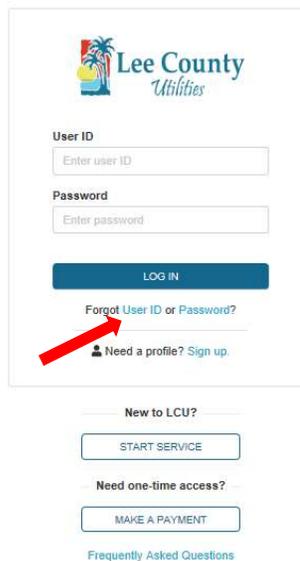




Forgot User ID

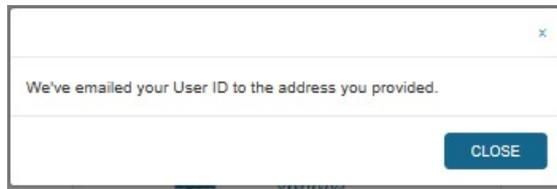
1. Go to <https://myutilities.leegov.com>
2. To reset your User ID click on User ID.

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 a placeholder "Enter user ID" and "Password" with a 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 email address and the verification code from the Captcha. Then click Submit.

A screenshot of the "Forgot your User ID?" page on the Lee County Utilities website. The page has the company logo at the top. The main heading is "Forgot your User ID?". Below this, there is a sub-heading: "Enter your email address and we'll send you an email with your User ID." There are two input fields: "Email Address" with a placeholder "Enter Email Address" and "Verification Code" with a placeholder "Enter Verification Code". Below the verification code field is a CAPTCHA image showing the letters "ambw" on a grid, with a "REFRESH" button to its right. A blue "SUBMIT" button is located below the CAPTCHA. At the bottom of the page, there is a link: "Return to account login".

4. Click 'Close' on the pop message.



5. You will receive an email from LCU Customer Care containing your UserID.