Utility Billing Web Portal

Frequently asked questions

What is the Utility Billing Web Portal?

The Utility Billing Web Portal is a web site made available to you by The Commissioners of Leonardtown to facilitate on line access to your utility account information and payment of your quarterly bill.

How do I access the Utility Billing Web Portal?

Find the link on the Town's website that is labeled Pay Your Utility Bill Online. This will take you to a new website where you can register to see details about your account and make an online payment. If you choose to register, you will receive a confirmation email from leonardtown.commissioners@leonardtownmd.gov. It should arrive in your inbox very shortly after registration. If not, check your junk mail folder. Your security settings may send it there instead.

Do I have to register in order to make a payment?

No. Once you arrive at the Welcome page of the Utility Billing Web Portal, there is an option called Quick Pay. All you need is your 6 or 8 digit account number from your utility bill. **For security purposes, all that will be displayed is your street address and amount due. Please check the street address carefully to ensure your payment is made to the correct account.** You can make a payment up to the amount due. If you want to make a payment that is in excess of the amount due, you must register for an account.

Once I register and login, what information will I see for my account in the Utility Billing Web Portal?

The home page for the Utility Billing Web Portal displays your contact information, service address, balance due, and history of your three most recent payments. There is also a place for you to change your contact phone number and email. Click on the link labeled *I want to change my communication preferences*. It is important to keep this contact information current since this is how our staff can reach you in an emergency or prior to water shut off. This information is not shared with any outside parties.

There are other links on this page that you can use to make your payment or view your current bill.

What forms of payment are accepted using this online service?

You may use Visa, Mastercard, and Discover credit and debit cards. You also have the option of using the E-check service which allows for payment of your bill directly out of your checking account.

Will I have the option of having my payment information saved for future payments?

Yes.

Is there a fee to pay online?

No. At the current time, The Commissioners of Leonardtown will be paying all fees associated with providing this service to customers.

Will I be able to print a payment receipt?

Yes. If you enter your email address on the payment screen, you will receive a payment receipt by email. If you prefer not to enter your email address on the payment screen, you will be able to screen print the confirmation page that appears after your payment is processed.

Can I pay by credit card over the phone or in person?

The Town now has a self-service pay station at Town Hall for customers to use during normal business hours. It will accept credit cards and debit cards. The Town does not accept payments over the phone.

What if my service is about to be shut off?

Online payments can take several days to process. If you intend to use the Utility Billing Web Portal to make an online payment within a few days of the scheduled shut off day, you must contact the Town office. If you do not contact us, your water service may be shut off.