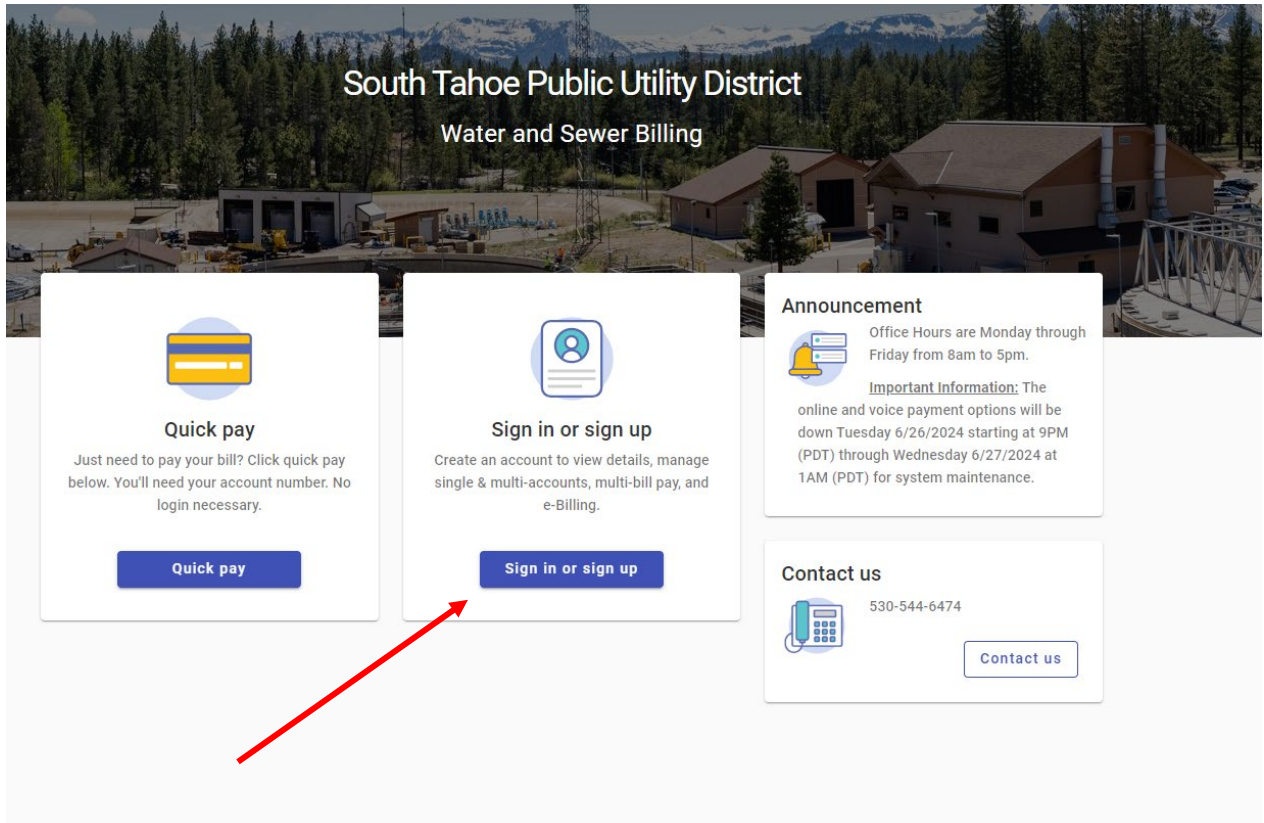



The South Tahoe Public Utility District has updated our online customer portal, where you go to view and pay your water and sewer bill. Your existing account with us has been migrated to the new portal, but you will need to create a new password before logging in to the new portal. Please follow these instructions to setup your account.

Go to the sign in page by clicking [here](#) or by visiting www.stpud.us and clicking the My Account button on the homepage.


1. Click “Sign in or sign up” near the middle of the page





2. Enter your email address and select “Next”




Sign In to community access services for South Tahoe Public Utility District.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

Keep me signed in

[Next](#)

[Unlock account?](#) [Help](#)

[Create an account](#)

3. Select “Forgot password”

SOUTH TAHOE
PUBLIC UTILITY DISTRICT

Verify with your password

cs@stpud.us

Password

Verify

[Forgot password?](#)

[Back to sign in](#)

If you see this verification page instead of the screen above, then select Password. This should bring you to the above screen where you can select Forgot Password.

SOUTH TAHOE
PUBLIC UTILITY DISTRICT

Verify it's you with a security method

Select from the following options

Email

Password

[Back to sign in](#)

4. Select "Send me an email"



Get a verification email

 cs@stpud.us

Send a verification email by clicking on "Send me an email".

Send me an email

[Back to sign In](#)

5. Go to your email and retrieve the code to reset your password. Check your spam folder if you don't receive the email.

Account password reset



Community Access Identity <noreply@identity.tylerportico.com>



Hi

A password reset request was made for your Community Access account. If you did not make this request, please visit the Community Access site and request your own password reset.


Enter this code to reset your password: **225803**

This is an automatically generated message from Community Access. Replies are not monitored or answered.

6. Go back to your browser and enter the code then select “Verify.”



Verify with your email

 Haven't received an email? [Send again](#)

We sent an email to **stpud.us**. Enter the verification code in the text box.

Enter Code



[Verify](#)

[Back to sign in](#)

7. Reset your password following the guidelines listed.



Reset your password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

New password

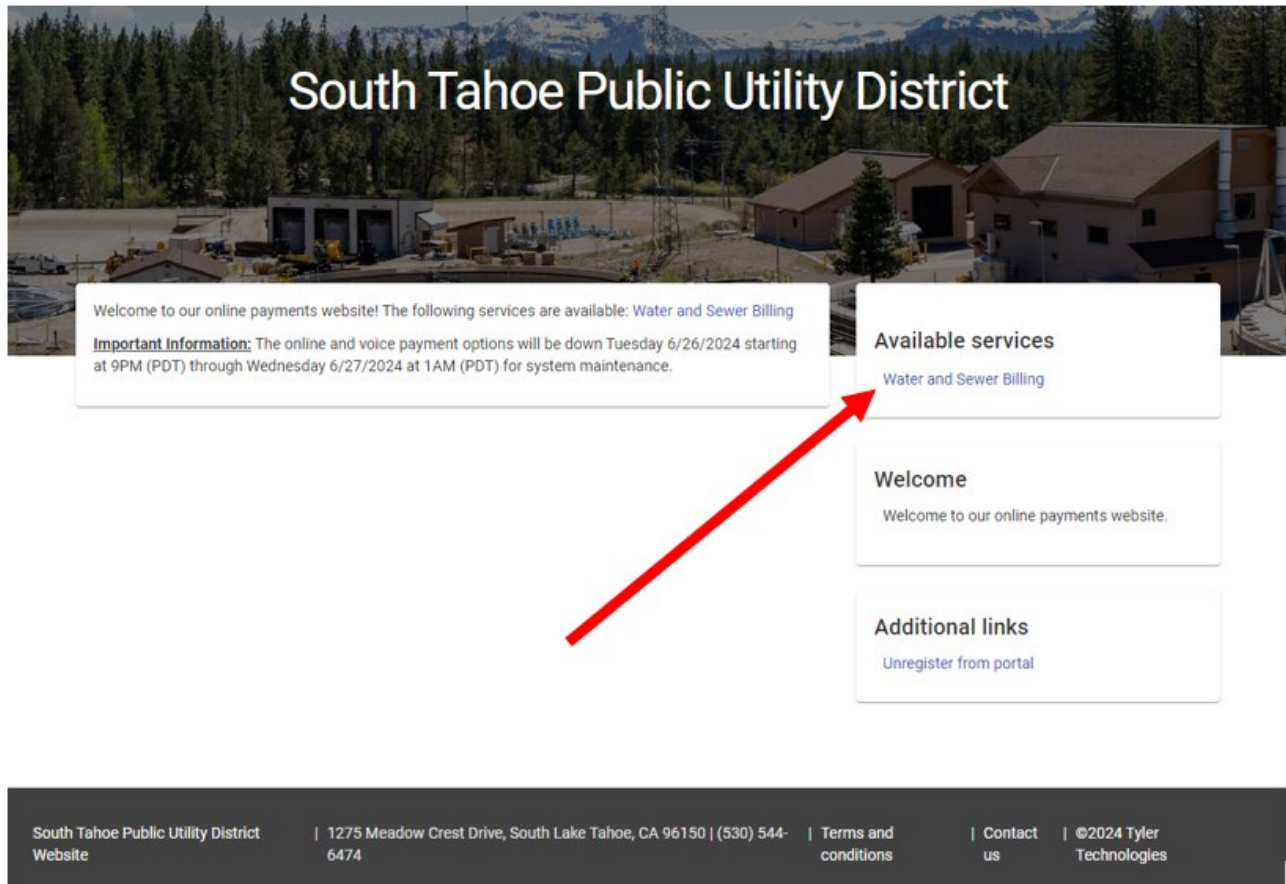
Re-enter password

Sign me out of all other devices.

Reset your password

[Back to sign in](#)

8. From the home page, select the “Water and Sewer Billing” link to go to your account.



If you have any questions, please contact our customer service department at cs@stpud.us or 530-544-6474.