

1. What updates should I expect as a customer?

As part of this system upgrade, each customer will receive a new account number, which will be shown on your May bill.

There's no action required on your part — just be aware of your new account number if you need it for future reference.

2. What if I am a new customer trying to register my account online and haven't received my bill yet?

Contact us via phone or email, and we will gladly look up your new account number!

502-222-1690

ocwd@oldhamcountywaterky.gov

3. Will my billing due date change?

No, your billing due date will remain the same—on the first of every month.

4. Will my previous payment history be available?

Yes, your account information, including past payments and billing history, is available to view now that we are back online.

5. Do I need to do anything to my account after the upgrade is complete?

No, service is restored, you can log in and proceed as normal.

6. Will there be any other changes to my service?

No, this system upgrade is designed to improve internal processes and won't affect your water service in any way.