

1. Why is the customer portal going offline?

We are upgrading to a new system to enhance efficiency. This requires temporary downtime from April 17 to April 25 while we complete the integration.

2. Will I still be able to make a payment during the downtime?

No. While we can still accept cash and check payments in person or by mail, we will be unable to process those payments or any online transactions until the system is restored (April 25).

3. Will autopay still work during this time?

Yes! If you are enrolled in automatic payments, your payment will be processed as scheduled without interruption, as autopay pulls on the first of the month.

4. When will the system be back online?

The system is expected to be restored by April 25. If there are any delays, we will provide updates as needed.

5. What happens to my account number?

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

6. How can I contact customer service if I need assistance?

You can reach us at 502-222-1690 Monday-Friday 8 am-4 pm. Or visit us at 2160 Spencer Court LaGrange, KY 40031

7. Will my billing due date change?

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

8. Will my previous payment history be available?

Yes, your account information, including past payments and billing history, will be available to view once service is restored.

9. Do I need to do anything after the upgrade is complete?

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

10. 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.