SAY HELLO to your new cleaner, clearer bill.

Designed by you, for you.

1. Due Date & Amount Due
   Easy-to-find and prominently placed so you’ll never miss a payment.

2. Account Summary
   Simple and clear snapshot of your current billing status and a breakdown of Louisville Water Company, MSD/wastewater and any other charges.

3. Account Information
   Your account details are clearly displayed here.

4. Usage History & Usage Comparison
   Easily monitor your water usage. Compare it to past months, see how the change of season alters it and spot a spike in usage.
Message Center

Check here for important tips, news, information and announcements.

Bill Stub

Return this portion with your payment or simply pay online. You’ll also find your amount due, due date and late payment information. This is now located at the bottom of your bill.

Meter Reading

Find out how much water you used during this billing cycle—your meter number is also located here, should you ever need it. This is also where you will find how we measure water usage (cons = gallons).

Billing Details

One of the biggest changes you’ll notice is a clear, line-by-line break down of costs for water, wastewater and any other charges. Customer service information is clearly displayed here, as well.

Manage Your Account

Information about signing up for AutoPay, paying online or over the phone, how to go paperless with eBill and more is found here.

Want to know more about your new, cleaner and clearer bill? Visit LouisvilleWater.com/MyBill.