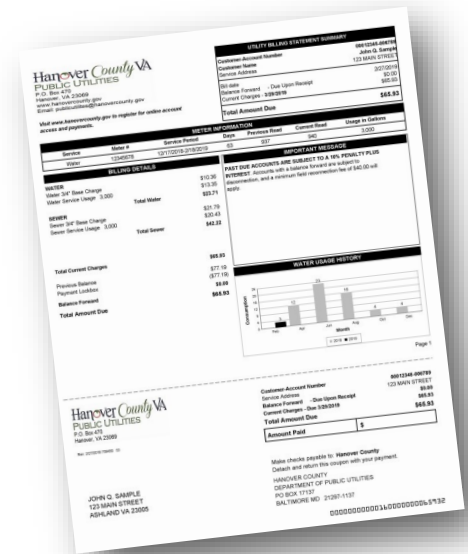




Utility Bills & Customer Web Portal will have a new look June 2019

Hanover County's Department of Public Utilities is rolling out a new customer information system on June 5, 2019 and customers will notice some changes:

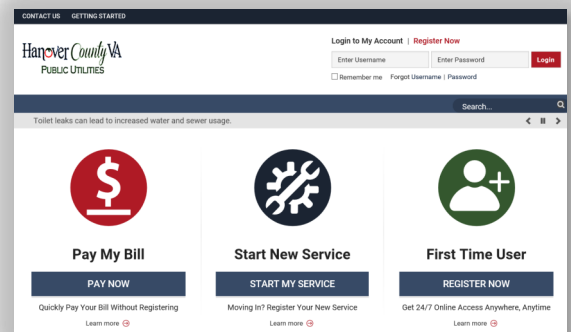
- Our billing statements will have a new look
- Our web portal will be new
- Our automated phone system will include Spanish prompts
- Credit card convenience fees will change to \$2.50 per transaction with a \$600 transaction limit



The web portal is currently unavailable. To make a credit/debit card payment please call our automated phone system at (804) 365-6024.

Our new web portal will allow customers to:

- Make payments
- Enroll in paperless billing
- Enroll in automatic bank draft
- View and print billing statements
- View historic usage



➔ *Customers that use our current web portal will need to create a new online account.*

➔ *Customers enrolled in paperless billing will need to re-enroll using the new web portal.*