

There has been a modification to the format of account numbers. While your account number has not changed, your account number now includes leading zeros.

Below please see the previous format, and how to convert to the new format. The new format may be used to enroll in our new Customer Web Portal at <https://utilities.hanovercounty.gov/>.

Previous Account Number Format:

Account Number: 12345-67891

New Customer Number-Account Number Format:

Customer - Account Number: 00012345-0067891



Customer Number must equal 8 characters in length by adding leading zeros.

Account Number must equal 7 characters in length by adding leading zeros.