

First you will need to remove any old book marks that you have for the City of Louisville.  
Then go to: <http://www.louisvilleco.gov/>

Step 1: Go to “Services” Drop down and Select – Finance & Utility Billing

Step 2: Under “Quick Links” Choose – Utility Billing

Step 3: Under “Quick Links” Choose – Online Bill Payment login

Step 4: Account Number: Are you customer number on your statement. Its 3-5 digits.

Step 5: Password = 1<sup>st</sup> 3 to 4 of the numbers in your service location. Example if you live at 2350 Dogwood. 1<sup>st</sup> try 235, if that doesn’t work use 2350.

You should then be directed to your Account Summary home page.

|                           |
|---------------------------|
| Log out                   |
| Home                      |
| <b>Account Management</b> |
| Change Password           |
| Third Party Contacts      |
| Billing Options           |
| <b>My Bill</b>            |
| View Transactions         |
| Bill Analysis             |
| View Consumption          |
| Billing Rates             |
| <b>Payment Options</b>    |
| Credit Card Payment       |

From this page you can change your password. If you forget it you may call us and we can look it up for you.

Third party Contacts is for your information that is also authorized on your account.

Billing options: You can change your email here and also how you receive your statements.

View transactions: Billing & Payment history. You may also reprint statements.

Bill Analysis: Breaks down charges via a graph.

Billing Rates: shows the different billing rates used for you service location.

Payment Options:

This is where you can make a payment using a credit or debit card.

Remember to log out once you have completed your transactions.