



Utility Payment FAQ

Q: Why do I get an error message when creating my online account?

A: If you have read the online tutorial for creating an account and still get an error message. It is possible that you have already set-up online access. You will need to use the Forgot Password link or call the administrator @ 859-987-2110 option 1 for a temporary password.

Q: How can I change my password or security question?

A: If logged in, select Profile from the drop down menu in the top right corner. This will give you access to change the email, username, security question/answer, and password. Save any changes and click the reset button.

If unable to login, use the Forgot Password link or call the administrator @ 859-987-2110 option 1 for a temporary password.

Q: How do I change my payment information?

A: You can store multiple cards on your payment profile. To alternate between previously stored cards, you may do so by clicking the drop down menu. You may also add a new card at the time of payment. Go to the Payment Information screen, complete all required fields, and check the box at the bottom of the screen stating "Save the credit card for future use". The new card will then be added to the drop down. *Note: Same procedure for expired cards. Currently, we are unable to delete old cards.*

Q: Why does the Account Summary not show my payment immediately?

A: All payments take 24 hours to post and reflect in the system on the following business day. *Note: If you are making a payment online on the 15th or 26th of the month, you may not meet the deadline.*

Q: Why can't I submit a payment for more than \$500 online?

A: At this time, the processor has a set limit of \$500 per transaction. If your bill exceeds \$500, you will need to submit multiple transactions to cover the balance. There are no set limits on the number of daily payments.

Q: If I transfer service can I use my existing login to pay my bill?

A: No, you must create a separate profile using your new account number. You should stop using the old login for payments once you have paid your final bill from the previous address. *See the online tutorial if you need assistance setting up your new account.*