Northern Kentucky Water District

CHANGES TO PAYMENT OPTIONS COMING IN 2023

As of February 1, 2023, customers who pay their NKWD bill* by credit or debit card will also pay a $2.65 convenience fee per transaction. The same fee will apply to one-time e-check payments made over the phone and online. This is a pass-through fee that is charged by and goes directly to Paymentus, NKWD's third-party vendor.

Avoid this fee by setting up automatic withdrawal payments with your checking or savings account through Paymentus. Reference the chart below to learn which payment options include a fee and which ones are fee-free.

	Online, one-time	Online, automatic withdrawal	Over the phone	In-person @main office	By mail	Heritage Branch Location	Dropbox
Credit Card	Fee	Fee	Fee	Fee	—	—	—
Debit Card	Fee	Fee	Fee	Fee	—	—	—
E-check	Fee	No fee	Fee	—	—	—	—
Check	—	—	—	No fee	No fee	No fee	No fee
Cash	—	—	—	No fee	—	No fee	—

Convenience fee will apply to payments including but not limited to water bill, water service contract fee, fire hydrant meter rental, and lab testing fees.

Avoid fees: Choose one of these payment options

- Set up automatic withdrawal payments with your checking or savings account through Paymentus. Visit www.nkywater.org to login or register with Paymentus.
- Pay by check or cash at NKWD's main office drive-thru at 2835 Crescent Springs Road in Erlanger or at any Northern Kentucky Heritage branch location. Remember you must have a payment stub from your bill for the payment to process at any Heritage branch.
- Pay by check through the U.S. Postal Service or using a designated drop box at the Cold Spring branch of the Campbell County Library, the Northern Kentucky Water District main office in Erlanger or SD1's main office in Ft. Wright. Use drop boxes at least five days prior to due date to avoid late fees.
- Your bank may offer fee-free bill payment options. Check with your bank to learn more.

Looking for a faster way to receive your water bill?
Log in to your Paymentus account and just select "Yes" for the free Paperless option!

Visit **www.nkywater.org** for more information on these and other options for paying your NKWD bill.