



Greeneville Water Commission Customer,

**Account changes are coming February 19, 2018!**

Beginning February 19, 2018, your bills will have a new look and a new account number. Our billing system change is close to being complete and we're excited to offer you new and improved services as a result. While our bill format will have minimal changes, it will list some pertinent information related to your account.

The most important change for our customers to know is that each account will be assigned a new account number. This new account number will affect your online payments. You will still have the option of viewing and paying your bill online and by phone in the **MYGWC** service portal on our website at [www.gwctn.org](http://www.gwctn.org). This secure site gives you instant access to view and pay your bills, make changes to your account, sign up for new services, and more.

Members who already have an online account will need to sign up for a new online account with their new account number and re-enter payment information. **It will be necessary to have a current phone number on file on your account to set up this service.** Your phone number will also be needed to send phone alerts for items such as cutoffs, water outages, and line breaks.

We ask that you please be patient with us as we are transitioning to our new system. Our goal is always to provide the best and most efficient service to our customers. If you have any questions regarding these upcoming changes, please contact our office, Monday-Friday, 8:00 a.m. to 5:00 p.m. at 423-638-3148.