

## How to use the Customer Online Account Inquiry

**\*Note:** You will need to know your utility account number found in the top left portion of your Statement

From the Winchester Utilities website, Click '[Online Account Inquiry](#)'

### **Request a logon**

Click **Request or Modify Logon** from Internet Account Inquiry window  
Select the **Signup for New Online Account**  
Complete the form information  
Enter the security code at bottom of form  
Click **Submit**

**\*\*Note:** In order to request information concerning your username and/or password, you will need your utility account number as well as the last statement received. In order to validate the customer, the amount of the last utility bill will have to be entered and must be exact.

### **Change Online Account Password**

Click **Request or Modify Logon** from Internet Account Inquiry window  
Select the **Change Online Account Password**  
Complete the **Online Account Form**  
Enter the security code at bottom of form  
Click **Submit**

### **Forgot Online Account Information**

Click **Request or Modify Logon** from Internet Account Inquiry window  
Select the **Forgot Online Account Information**  
Complete the **Online Account Form**  
Enter the security code at bottom of form  
Click **Submit**

### **Forgot Online Account Password**

Click **Request or Modify Logon** from Internet Account Inquiry window  
Select the **Forgot Online Account Password**  
Complete the **Online Account Form**  
Enter the security code at bottom of form  
Click **Submit**

Customer requests will be processed during business hours, Monday thru Friday, 7:00 AM-3:30 PM. In most cases, your online account will be available the next business day.

For any questions, please contact Customer Service Representative at 931-967-2238 during normal business hours.