

Communication to the Public

Greater Cincinnati Waterworks

In an effort to help prevent the spread of the COVID-19 and to support proper protection guidelines, Greater Cincinnati Water Works (GCWW) has started and will continue to proactively restore water service to homes and not conduct shutoffs at this time. The aim is to promote proper hygiene and to recognize the importance of a solid water supply in the fight against illness.

GCWW is suspending customer lobby operations at the Administration Office (4747 Spring Grove Avenue) as of Friday, March 13.

GWCC strongly recommends utilizing self-service bill payment, the 24/7 account access through their online portal and/or voice payment options, and GCWW drop boxes.

- Online Portal – www.Portal.myGCWW.org
If customers are not already enrolled and need assistance with this process, they may call the GCWW Customer Contact Center at 513-591-7700.
- Drop Boxes and various satellite payment locations – www.myGCWW.org
These locations accept cash payments.

If you need assistance, call GCWW's Customer Contact Center @ 513-595-7700.
(7:30 am – 5:30 pm, Monday-Friday)

Summary

Ways to Pay Your GCWW Bill

- Pay Online – Visit www.myGCWW.org to pay online via AutoPay or with your credit/debit card or e-check.
- Pay by Phone – (513) 591-7700 to pay with a credit/debit card or by e-check
- Pay by Mail – Check or Money Order to P.O. Box 740689, Cincinnati, OH 45274-0689
- Pay at GCWW Drop Box – Locations are listed on www.myGCWW.org