



Welcome to Leavenworth!

Sign up for water service by going to [lnwater.com](http://lnwater.com) or scanning our QR code, Click Start/Transfer service to fill out the application. Once processed, you will receive an email with instructions to call our office to pay your deposit and administrative fee. (Please note that it may take up to 2 business days to process applications.) All deposits start at \$70 and can vary by location and your personal credit history with Leavenworth Waterworks. After payment is made, if the water is off, we will set up a time to connect service. We require someone to be present. This is to prevent any flooding due to a faucet left on, a toilet running, or a leak that no one was aware of.

After you get your first bill you will be able to sign up in our customer service portal and be able to:

- View your bill and/or make a payment from anywhere you have internet access.
- No registration required for one-time payment.
- Go Paperless get your bill via e-mail as soon as it's available, avoid potential mail delays.
- You may choose to Pay by Text to receive notifications about your bill and pay via text message.
- Set it and forget it with AutoPay, - your balance is paid on the due date. There is no charge to **auto pay with an electronic check**. (One-time payment is \$1.95) Paying by Credit card has a fee of \$1.50 or 3.25% whichever is greater.
- Schedule your payment for a specific future date (before the due date).
- Pay over the phone 24/7 with our automated Pay by Phone feature at 1-844-971-3177.
- Get tips on how to conserve water.
- Sign up for leak alerts. (not currently available at all locations) Alerts will prevent you from wasting water and money.
- Contact us anytime online and our customer representatives will respond within 24-48 business hours.

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