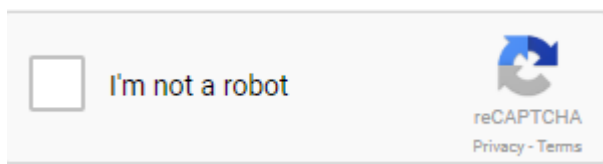# I am getting an invalid response when checking my bill online?

Make sure you're verifying your details and getting past the reCaptcha as well.

Make sure you are using the correct Account Number. For example NHE-"HOUSE NUMBER" i.e NHE-T02

Make sure your Account Number has no spacing between the letters of the text.

> If the issue persists, do not hesitate to Contact us

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