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## NEWS RELEASE

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**TDD:** (520) 791-2639

### **New Outbound Calling System Helps Address Delinquent Accounts**

Tucson Water has implemented a new outbound calling system which sends a recorded voice message to customers who have received two delinquent notices by mail. The message offers customers the option to make a payment or contact Tucson Water for a payment arrangement.

The message, in both English and Spanish, provides the customer's account number and delinquent balance due. Customers receiving the recorded voice message about a delinquent account have three options:

- Call (520) 791-3242 anytime to make a payment using the IVR (interactive voice recognition) system.
- E-mail [TW\\_CustomerService@tucsonaz.gov](mailto:TW_CustomerService@tucsonaz.gov) to request an opportunity to make payment arrangements.
- Contact Customer Services/Billing at (520) 791-3242 as soon as possible Monday through Friday, 8 a.m. to 5:30 p.m.

“We strive to offer our customers every opportunity to avoid disruption of service,” said Fernando Molina, Public Information Officer. “It is also more cost-efficient for Tucson Water not to have to lock water meters then return to unlock them once an account has been settled.”

Tucson Water will not call customers directly and ask for personal information (bank account number, social security number, etc.) over the telephone.

The outbound calling system is operative Monday through Friday, 9 a.m. to 8 p.m. More information, including the audio recordings, is online at [www.tucsonaz.gov/water/IVR](http://www.tucsonaz.gov/water/IVR).

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