



CITY OF
TUCSON



NEWS RELEASE

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Tucson Water's Online Bill Pay System Unavailable Nov. 12-16

Tucson Water is completing an upgrade to its telephone and online billing system, also known as Online Utility Account Services. At 7:00 p.m., Thursday, November 12, the pay-by-phone system will be shut down. At 8:00 a.m., Friday, November 13, the online bill pay service will be shut down. Both services will not be available to customers while the upgrades are being installed. Access will be restored at 8:00 a.m., Monday, November 16 (MST).

Customers will not be able to make payments on their utility services accounts (water, trash and recycling, and sewer and wastewater) on Tucson Water's website and Tucson Water's Interactive Voice Response phone system using Visa, MasterCard, American Express, and electronic check during the above time frame.

Customers can make payments at walk-in pay stations Monday through Friday, 8:00 a.m. to 5:00 p.m. Only cash, checks, or money orders are accepted at these locations. A list is available at www.tucsonaz.gov/water/pay-station-locations.

Tucson Water apologizes for the inconvenience and will not be charging late fees or pursuing service turn offs during the system upgrade. Once complete, customers should find that paying their utility services bill online, updating their password and address, and reading their online utility services statement will be much simpler.

Tucson Water has been working with its vendor, SunGard Public Sector, to install the latest version of Click2Gov, a system that offers customers self-service bill-pay options. SunGard is a provider of software and services for local governments.

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