

## October 12, 2011 - City Upgrading Water Billing System

The City is converting to an updated water billing system designed to make it easier to respond to customer service requests. The new system goes live Tuesday, October 18.

Effective Friday, October 14, the current system closes, although cashiering stations at Government Plaza will remain open that day. Those stations will be closed on Monday and online payment processing via the city's website will be unavailable during the conversion weekend on through the week of October 17<sup>th</sup>.

Payments, however, can still be made at ``Checkfree'' locations. Those locations are listed on the city's website: [www.shreveportla.gov](http://www.shreveportla.gov).

Some of the changes that will impact water customers are:

- The bill has been redesigned with a new look.
- All customer account numbers will change to a new format and will be reflected on their ``New'' billing statement.
- Customers who pay online through the city's website will be required to re-register using their new account number.
- Customers who pay through a banking institution will need to update with a new account number.

Questions can be directed to Customer Service at 673-5510 or the CAO's office at 673-5005.

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