

November 8, 2011 - City Implements New System for Water Billing

The City is lifting the curtain today on a new system for water billing that's designed to make it faster and easier for customers to obtain more information about their accounts and also expand their payment options.

Mayor Cedric Glover will hold a media briefing at 2 p.m. today in his conference room at Government Plaza. He and other city staffers will provide details about the new system and how customers will be affected by the changes.

The automated system will allow customers to pay by credit card and also have web-based options to retrieve information about their accounts or contact customer service by e-mail. These options alone will significantly reduce the number of customer service calls made to resolve basic billing issues.

The City has been refining the system, which has been in development for more than a year, the past few weeks and that has caused some customers to be inconvenienced. During this period, calls to customer service took longer to answer due to personnel shortages caused by the comprehensive training required to familiarize the staff with the new system. The average number of calls per month is approximately 15,000.

With the formal training completed, those issues have largely been resolved and busy signals or long hold times should be minimal, starting next week.

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