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PRESS RELEASE

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City's Free Electronic Check Payment Method Back On-Line

- Other improvements in new Water Billing System seen

The City of Shreveport is once again able to provide a one time bank draft option for water bill payments at no charge. Prior to the new billing system being placed in-service last September, customers could pay their water bills on-line through a bank draft from their checking account without an associated fee. The new system added the convenience of also paying by credit or debit card and a one time bank draft, but a \$4.25 convenience fee was added. In order to provide the same service that was once available, the City's IT staff worked with the new billing software vendor to once again provide the alternate, "fee-free" one time bank draft. Customers can access the City's Internet Service to pay their water bill by logging onto:

https://www.shreveportla.gov/wtr_web/wtr_kubra_option.asp

The restoration of the free bank draft option is just one step in the continued efforts to improve customer service in light of the new water billing system. When the system was first implemented, some residents received incorrect billing information and customer service phones were inundated with calls from concerned citizens - up to 1000 a day. "We have made it a complete department effort to focus our attention on making sure that our customers are being taken care of and their needs are being addressed. We have implemented a series of measures in our customer service area in the last two weeks, including adding more call takers, and have worked with the billing software provider to increase efficiency levels. Although complaints, missed calls, and call wait times have all shown improvements in this time frame, we will continue to modify the process until we are confident that each customer's concern is being addresses in a timely and satisfactory manner," said Mayor Cedric Glover.

Follow-up information requests can be directed to Asst. CAO Brian A. Crawford, 673-5061, cell 455-2609, brian.crawford@shreveportla.gov

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