

FOR IMMEDIATE RELEASE

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## **CITY ANNOUNCES UPGRADES TO UTILITY BILLS AND ONLINE BILL PAY SYSTEM**

**GLENDALE, Ariz.** -- In the coming weeks, the City of Glendale will be implementing a new Utility Billing System. City staff has nearly completed installation of the new billing system that will feature upgraded enhancements to customers. Customers will also have the ability to do more on-line.

While on-line, utility customers will be able to view their utility usage history in graphically or in text form. Citizens will still have the ability to make payments on-line, through the automated voice payment system or by contacting a representative directly. City of Glendale customers can also expect to see the option of paper-saving, convenient ways to pay their water bills. Those looking to reduce waste may choose a paperless billing option.

Customers can also expect a change in their July and August billing statements. Although, the bills will look similar, customers will be issued a new account number. There will now be a two digit occupant code that will identify the property address and occupant related to that account. It will be important that the new account number is used when making payments through any types of automated or electronic means, including payments made using on-line banking.

Glendale is excited to provide the convenience of citizens being able to pay on-line, get more information from their computers about utility bills and usage, and have the option of eliminating paper bills. For questions about city utility bills, visit [www.glendaleaz.com/utilities](http://www.glendaleaz.com/utilities) or call 623-930-2700.

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