



Public Service Announcement

Utility (Water) Billing Notice

To: **ALL** Port Arthur Water Customers

The City is in the process of converting to a new billing and payment system. We currently continue to offer the following methods of payment to citizens and water account holders:

- ▶ In-person check
- ▶ In-person cash
- ▶ In-person credit card
- ▶ Mail (**money order, check, cashier's check**)
City of Port Arthur Water Utilities, P. O. Box 1089, Port Arthur, TX 77641
- ▶ Phone (866-570-8872) (**e-check and credit card**)

Unfortunately, bank drafts and online credit card payments are not available at this time.

NOTE: We will not do water cut-offs due to billing issues. We will not charge late fees due to billing issues.

Updates will be posted using the City website (www.portarthurtx.gov), STAN notifications, City social media accounts, and local news media.

For questions or concerns please contact Customer Service at 409-983-8230 or by email at waterutilities@portarthurtx.gov.

We expect a high call volume. Please continue to be patient as we work to provide you, our customer, with the same high-quality care desired by all. Thank you.