



City of Kerrville
701 Main Street
Kerrville, Texas 78028
(830) 257-8000
www.kerrvilletx.gov

PRESS RELEASE

FOR IMMEDIATE RELEASE

Contact: Stuart Cunyus, Public Information Officer
(830) 258-1116
stuart.cunyus@kerrvilletx.gov

City offering expanded utility billing services

Kerrville, Texas (Jan. 12, 2019) – The City of Kerrville’s Utility Billing Department is working hard to reduce phone wait time and increase conveniences for our customers. One of our new options is the pay-by-phone system. Customers can call the Utility Billing office at 258-1504 and select option 1 to use this service, or call IVR direct at 833-262-5903. This system is available 24 hours a day, 365 days a year. It’s a convenient way to pay bills on your own time with no additional cost and no waiting! Please have your account number and service address available to use this option.

Utility Billing has also added a quick pay link, which allows customers to pay online without creating an account. This service can be accessed at <https://www.municipalonlinepayments.com/kerrvilletx/utilities>.

Utility Billing is also offering other convenient items:

- Sign up for electronic billing to receive bills the same day they are generated. To sign up, email us at utility.billing@kerrvilletx.gov. Include your name and service address or account number, and request e-billing.
- Sign up for our convenient auto draft for bills to be paid automatically using a bank account or credit card. Accounts will be charged on the due date without hassle on the part of the customer. To sign up, visit Utility Billing website at <https://www.kerrvilletx.gov/316/Utility-Billing> for forms. Forms can be emailed to utility.billing@kerrvilletx.gov, or dropped by our office at City Hall, 701 Main St.
- Sign up for an account on our online system and set up reminders and other notifications at <https://www.municipalonlinepayments.com/kerrvilletx/utilities>.

The City of Kerrville's Utility Billing Department is working hard to provide the best possible service to our customers. For more information, call Utility Billing Manager Kesha Franchina at 830-258-1125.

