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FOR IMMEDIATE RELEASE

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Utility Customers Can Limit Contact with Bill Pay Options

SEGUIN, Texas – In an effort to limit public contact during the COVID-19 situation, the City's Utility Billing Office (UBO) will be closed to the public beginning Monday, March 23.

Customers can utilize the following bill pay options:

- Send payment in the mail
 - Pay at Utility Billing drive-thru window at City Hall
 - Payments can be placed in the drop box located in the overflow parking lot across from City Hall on Mountain Street. The drop box is secure and checked daily by the Utility Billing staff. Please include the bill stub with payment that includes the utility account number.
 - Set up automatic bank drafts
 - Pay online using the City Hub Customer portal at www.seguintexas.gov
 - Pay over the phone by calling the Utility Billing Office at 830-401-2460
- ** NOTE: Service and convenience fees are being temporarily waived to better assist our customers**
- All disconnects and late fees for non-payment of utility accounts are temporarily suspended.

New Utility Service

During this time, customers needing to set up accounts for utility service can do so over the phone by calling 830-401-2460. Appointments can also be scheduled. Customers can also fill out a new service application online, scan it or take a photo of it and email it along with the required documentation (copy of lease/rental agreement or proof of ownership and copy of valid driver's license or Texas identification card) to utilitybilling@seguintexas.gov. Deposits for new service can be made over the phone at 830-401-2460.

Payment Arrangements

Based on the current COVID-19 situation, the City is willing to work with customers on flexible payment arrangements based on their specific needs on a case by case basis. Customers can call 830-401-2460 for assistance.

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