



Public Information Division

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For immediate release

Aug. 21, 2018

Online water payments again available

City of San Angelo water customers may return to making payments online at cosatx.us/waterbill. Payment software that was recently compromised is no longer in use by the vendor that processes credit card payments. Payments are being processed on a more secure platform.

Credit and debit card information may have been breached for water customers who made payments in person or online – either by automatic draft or via a one-time payment. Customers should continue to monitor credit card accounts for unauthorized charges.

“We know this breach has caused a great deal of inconvenience, and for that we are truly sorry,” Water Utilities Director Allison Strube said. “Since learning of this issue Friday, the City has worked diligently with our vendor to provide an additional layer of protection for our customers. We are continuing the process to learn how many customers might have been impacted and over what timeframe.”

Customers who pay by bank draft, by check or cash, or by phone were not affected. Although phone payments are made with a credit card, that service is provided by a separate vendor and was not impacted. Phone payments can be made by calling 325-657-4323. Payments may also be made in person by cash, check or credit card at City Hall Annex. Located at 301 W. Beauregard Ave., the annex is open 8 a.m.-5 p.m. weekdays. A 24-hour dropbox is also available at that location.

The City received a concern Friday that online water bill payments seemed to have led to illicit activity on customers’ credit card accounts. The City disabled the site, urged customers who had made online payments to monitor credit card accounts for unauthorized charges, and began working with the vendor to install new software and a new server.

Once the City’s vendor determines the scope of the vulnerability, customers who made credit card payments during that period will be contacted by mail.

A breach would not have increased the amount of a monthly bill.

Customers whose water accounts are paid automatically online will not have to re-enroll for that service, unless they use a new card.

Late fees incurred while the online system was inactive will be addressed on a case-by-case basis by the Water Customer Service office, which can be contacted at 325-657-4323 or in City Hall Annex.

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