



## Public Information Division

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# City adds phone option for paying ‘water bill’

The City of San Angelo on Monday, June 2, is adding an automated phone system to its menu of options for customers to pay their monthly municipal utility statement (aka “the water bill”).

Customers using the new toll-free number – (855) 419-2758 – can make a payment, get account information, and obtain billing and payment history. Customers using the service must have a touch-tone phone, their account number (which is found on the monthly statement) and a credit card number to pay the bill.

Customers can also pay their municipal utility statement:

- **By mail.** Payment may be mailed to the City of San Angelo Utility Billing/Collections, P.O. Box 5820, San Angelo, TX 76902. Checks should be made payable to City of San Angelo-Water or COSA-Water.
- **In person.** Payments may be brought to the Utility Billing/Collections office at 122 W. 1st St. Business hours are 8 a.m.-5 p.m. weekdays. An overnight drop box and a drive-through window are available.
- **Online.** Credit card payments can be made via the City’s website, [cosatx.us/waterbill](http://cosatx.us/waterbill). Online credit card payments can be made month-to-month or by establishing an automatically recurring payment.
- **Through a bank draft.** An automatic monthly draft can be made on a customer’s bank account. To establish a draft, visit the Utility Billing Collections office at 122 W. 1st St. from 8 a.m.-5 p.m. weekdays.

The addition of the automated phone option is a move to make paying the monthly statement as convenient as possible. Previously, customers could pay their bill by phone by talking to a customer service representative. However, callers sometimes could not get through when all representatives were occupied with customers on the phone or in the office.

“This new phone system will make these transactions much more efficient, convenient and secure for our customers who prefer to pay by phone,” Billing and Receipts Manager Mary Cleveland said.

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