



## Public Information Division

Lorelei Day, Communications Coordinator  
72 W. College Ave. | Office: 325.481.2727 | Cell: 325.249.3804  
lorelei.day@cosatx.us

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# City investigating water billing security breach

Some water customers may have noticed irregularities with their credit and debit card accounts after recently paying their monthly statement through the City's online payment system.

Water customers who make online payments are advised to monitor their accounts for unauthorized charges. The City's third-party vendor is analyzing data to determine the extent of any security breaches and has provided a preliminary time frame for those affected to have occurred from late August to mid-October. As soon as more data is uncovered, the information will be reported to all affected customers. If the vendor finds that the system was vulnerable, then customers who made credit card payments during that period will be contacted by mail.

The online "One-time" payment option has been temporarily disabled. Payments may be made by calling (325) 657-4323 or via cash, check or credit card from 8 a.m. to 5 p.m. weekdays at City Hall Annex, 301 W. Beauregard Ave. A 24-hour dropbox is also available at City Hall Annex.

All updates will be shared with the media, on the City of San Angelo, Texas – Public Information Facebook page and the City's website at [cosatx.us/water](http://cosatx.us/water).

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