



# NEWS RELEASE



City of Corpus Christi | 1201 Leopard St. | Corpus Christi, TX 78401 | (361) 826-2489  
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## Utility Business Office Resumes Normal Billing Practices *Amnesty Period to Continue through May 4<sup>th</sup>*

April 23, 2018

CORPUS CHRISTI, TEXAS – Last December, the City underwent a software transition to streamline the utility billing process to improve your payment experience. As always, the City of Corpus Christi strives to provide the best customer service, and we thank you for your continued cooperation.

*THE SOFTWARE CONVERSION IS COMPLETE. RESUMING NORMAL OPERATIONS MAY 2018*  
Customers have until **Friday, May 4**, to pay any outstanding utility bills without penalty. Beginning **Monday, May 7**, the Utility Billing Office (UBO) will begin normal billing operations, including applying late fees and utility disconnections for non-payment. Representatives are available from 8:00 a.m. to 5:00 p.m. Monday through Friday to assist with payment plans at City Hall, 1201 Leopard Street, Corpus Christi, Texas 78401.

Payments can be made as follows:

- H-E-B Store locations in Corpus Christi
- Mail – using the provided envelope with return stub, send to:
  - Address: City of Corpus Christi  
PO Box 659880  
San Antonio, Texas 78265-9143
- Online bill pay service available via your bank or credit union
- Interactive phone payment system (361) 885-0751
- In person at City Hall, 1201 Leopard Street, Corpus Christi, Texas 78401 (1<sup>st</sup> floor)
- Online Payment Portal: <https://ccpay.cctexas.com/IPSUB/PortalAccount/Login>
  - Please be sure to have your new account number (found on your December statement) to register and pay your bill.

For information regarding your utility bill, please contact the Customer Call Center at (361) 826-CITY (2489) or by email at [UBOResolutions@cctexas.com](mailto:UBOResolutions@cctexas.com).

Media representatives can contact Public Information Officer Manager DeAnna McQueen at (361) 826-2940 or at [deannam@cctexas.com](mailto:deannam@cctexas.com).