

On May 1, 2017, Pueblo Water updated the computer software it uses for customer billing and some other business functions. This change is much needed and will help us provide you with superior customer service moving forward including faster response times, enhanced billing information, paperless billing, and online AutoPayments. As with any new way of doing business, we may encounter a few short-term “speed bumps” in our customer service process as we implement the new system.

Your water bill will also have a new format as part of this change, so see Sample Bill to see a sample bill and some tips on how to take advantage of all the information it offers.

We thank you in advance for your understanding and patience if this change causes any delay in our response to your telephone call or a longer than usual wait for service in our lobby during this transition.

You may wish to use one of our other convenient options for paying your water bill by going to www.pueblowater.org and using a secure online payment method.

PAYMENT OPTIONS



Online - View and pay your bill online at www.pueblowater.org and select **Pay Now**.



By Mail - Please use the enclosed envelope to mail your payment. If you lost your envelope, you can mail a payment to: PO Box 755, Pueblo, Colorado 81002-0755.



Automatic Payment - Schedule an automatic payment from your checking, savings, debit or credit card at a date convenient for you.



In Person - Pay your bill at our business office during regular business hours.



ACH (Direct Debit) - Enroll for your payment to be deducted directly from a checking or savings account on the due date of your bill.



Drop Box - Convenient drop boxes are located at the drive-through and front door at our business office at 4th and Grand or in front of Pueblo Bank & Trust on 5th Street.



Phone - Credit card or e-check payments are accepted through an automated phone system. Have your Pueblo Water account number ready and call 719-584-0250 and select Option 1.

If you have been paying your bill online and have bookmarked the page for bill payment, please be aware that the page address will change as of May 1. You will need to visit our homepage at www.pueblowater.org and navigate to the new payment page to create a new bookmark.