



PUBLIC SERVICE ANNOUNCEMENT

Date: November 29, 2023
To: Media Outlets
From: Sandy G. Smith, Finance Director
Re: System Upgrades

The City of Big Spring Water Office will only be able to accept cash and check payments on November 30, 2023, and December 1, 2023. The water office will be unable to process in-person or over-the-phone credit card transactions due to software updates.

Additional options for customers to make credit card payments:

1. Pay online with a credit/debit card at <https://www.municipalonlinepayments.com/bigspringtx/utilities>.
2. Pay via the automated phone system with a debit or credit card by calling 833-227-1752.
3. Payment can be made with cash or credit card at the kiosk on the east side of the building.

We apologize for any inconvenience and appreciate your understanding. If you have any questions, please contact the Finance Department at 432-264-2514.