

**FOR IMMEDIATE RELEASE**  
**FRIDAY, APRIL 3, 2020**

## **Customer Service Departments at City Hall Annex Transition to Online and Phone Services Only**

**LAREDO, Texas**—In light of the Coronavirus crisis and as part of ongoing efforts to reduce the spread of the COVID-19 virus, effective immediately, the City of Laredo Tax and Utilities Customer Service Departments located at City Hall Annex, 1102 Bob Bullock Loop, will not provide face to face services to the public inside the building. However, we will continue our operations during business hours Monday through Friday 8:00 a.m. to 5:00 p.m. and provide services through other options, such as online services and/or phone as follows:

### **UTILITY SERVICES**

To open water accounts and request transfer of services online, go to [www.cityoflaredo.com](http://www.cityoflaredo.com) and select “Open New Water Account Here” under Announcements.

To request Utility Services such as opening accounts, transfers, changes, etc. please call Utility Customer Service at (956)727-6402.

### **TAX SERVICES**

To request any tax information, please call (956)727-6403 or online at [www.cityoflaredo.com](http://www.cityoflaredo.com) select Services/Pay Taxes/Contact us.

The drive-thru service will remain open at the City Hall Annex, located at 1102 Bob Bullock Loop, for all payments such as Tax, Utilities, Alarm Permits, Paving, Force Cleaning, Beer and Wine, Hotel/Motel, Water Contracts, Hazmat, and Demolition. At City Hall, 1110 Houston Street – Two customers at a time will be allowed to enter the building to make payments.

Additionally, there are other payment options still available to customers, including:

- Online payments via the City’s website at [www.cityoflaredo.com](http://www.cityoflaredo.com). (Credit/Debit Cards only for Property Tax and Utility Payments.) The 3% convenience fee has been waived for utility payments.
- Automated phone payments by credit card call (956)727-6402. Only for utility accounts.
- Payment Night Drop at City Hall Annex, 1102 Bob Bullock Loop and at City Hall, 1110 Houston Street. (checks or money orders only)
- Mail Payments to City of Laredo, P. O. Box 6548, Laredo, Texas 78042. (checks or money orders only)

If you have any questions on any of the above, please call the following numbers:

- Tax Department at (956) 727-6403
- Utility Customer Service at (956) 727-6402

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**Rafael Benavides**

PUBLIC INFORMATION OFFICER

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