

FOR IMMEDIATE RELEASE
THURSDAY, APRIL 9, 2020

City of Laredo Tax/Utilities Customer Service Departments at City Hall Transition to Online and Phone Services Only

LAREDO, Texas—In light of the coronavirus pandemic, and as part of our ongoing efforts to reduce the spread of the COVID-19, the City of Laredo Tax/Utilities Customer Service Department, located at Laredo City Hall on 1110 Houston St., will temporarily transition to online and phone services only effective Tuesday, April 14, 2020. Operations will continue during regular business hours Monday through Friday 8:00 a.m. to 5:00 p.m. and customers can continue to make payments or open accounts online and by phone as follows:

UTILITY SERVICES

To open water accounts and request transfer of services online go to www.cityoflaredo.com and select “Open New Water Account Here” under Announcements.

To request Utility Services such as opening accounts, transfers, changes, or other inquiries, please call the Utility Customer Service line at (956) 727-6402.

TAX SERVICES

To request any Tax Information, please call (956) 727-6403 or go online to www.cityoflaredo.com and 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 taxes, utilities, alarm permits, paving, force cleaning, beer and wine, hotel/motel, water contracts, hazmat, and demolition.

Additionally, other payment options still available to our customers include:

- **Online payments** via the City’s website at www.cityoflaredo.com. **(Credit/Debit Cards are accepted only for Property Tax and Utility Payments.) The 3% Convenience Fee has been waived for Utility Payments paid online.**
- **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)

For questions, please call the following numbers the Utility Customer Service line at (956) 727-6402 or the Tax Department at (956) 727-6403.

###



Rafael Benavides

PUBLIC INFORMATION OFFICER

City of Laredo - Public Information Office

A: 1110 Houston Street Laredo, Texas 78040

P: (956) 791-7461 | C: (956) 625-8088

E: rbenavides@ci.laredo.tx.us

www.cityoflaredo.com

