



Charlotte County Government

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NEWS RELEASE

For Immediate Release

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Utilities Billing & Collection Suspended First Week of November

CHARLOTTE COUNTY, Fla. (Oct. 4, 2016) – The Utilities Department's billing and collection activities will be suspended during the first week of November while our customer service software is being upgraded. Please also note the Utilities Department's customer service and administration office will be closing at 4 p.m. Nov. 4.

In order to serve you best, please plan ahead if you need to pay your bill during the first week of November. We will be recording payments and processing documents manually during this computer upgrade and appreciate your patience during this transition. After Oct. 28, payment and billing information will not be updated until the new system is activated. Reaching us before or after this anticipated timeframe will be more convenient for you.

We are in the process of upgrading our existing customer service software (implemented in 2001) to a more robust system. We are looking forward to launching this new technology and serving you, our customers, more efficiently.

If you have any questions, please email ccusupport@charlottecountyfl.gov and allow 24-48 hours for a response. If you are experiencing an emergency during that time, please call 941-764-4300.

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