

PRESS RELEASE



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For Immediate Release
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Plano Replaces Drive-thru Window with 24/7 Electronic Payment Kiosk

On Wednesday, Oct. 28, the City of Plano Customer and Utility Services Department will close its drive-thru window at Plano Municipal Center, 1520 K Avenue. An electronic utility payment kiosk operational 24 hours a day, 7 days a week will now provide drive-thru service for water bill payments. It will also function as the night drop box. Through the kiosk, credit card, checks, money orders and exact cash (no change is given) payments are accepted.

Customers living closer to the Joint Use Facility, adjacent to Davis Library at 7501-A N. Independence Parkway, will still have access to a drive-by drop box. However the City may eventually consider adding an electronic kiosk to that site.

The City will continue to take payments via www.plano.gov, phone (972) 941-5040 and automatic bank draft. A customer service representative will be available during normal business hours at either location to take payments in person at the counter. Credit card payments accepted include MasterCard, Visa, Discover or American Express. For more information call the Customer and Utility Services Department at (972) 941-7105.

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