



Town of Little Elm
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News Release

FOR IMMEDIATE RELEASE

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Utility Billing implements improved bill paying system *New provider requires re-entering of credit card data*

LITTLE ELM (March 23, 2017) As of March 22, Little Elm's processing of online payments for water and wastewater charges has undergone a change that promises to improve service and increase customer options.

"In order to provide a better customer experience, we have made the switch to a different service provider that will result in delivering upgraded payment options," says Town Manager Matt Mueller.

The Town's utility customers who have been using the recurring Credit Card Payment services prior to the March 22 transition, will find it necessary to update their credit card information with the new provider.

Automatically transferring credit card information to the new system is not possible due to the security of the credit card information. To expedite the process, Little Elm's Utility Billing Department will be alerting existing customers of this requirement through emails and notices on the Town of Little Elm Facebook page.

To continue taking advantage of this convenient service, recurring credit card customers must re-enter their information into the new online payment system themselves.

Chief Financial Officer Karla Stovall, who oversees the Utility Billing Department, says the new system provides additional services that many customers will find useful and advantageous.

"Among the new features of the incoming system are website mobile compatibility, a redesign for better functionality for existing and new users, and the ability to view past bills," she said.

The same quick link on the www.littleelm.org homepage will take customers to the new provider's site. Access the new online payment system is provided 24 hours a day, seven days a week.

In addition to basic contact information, anyone paying a water bill will need their account number and pin number, both found on the most current water bill.

The Town's Utility Billing Department offers multiple payment options, including online payments, payments sent by US mail, payments hand-delivered to Town Hall during regular business hours, and payments deposited in the after-hours mail slot.

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ABOUT LITTLE ELM – Little Elm is one of the state's fastest growing communities. Nestled on the shores of Lake Lewisville, the Town was incorporated in 1966, adopting the Council/Manager form of government. The population increased dramatically over the last several years, growing from under 4,000 in 2000 to over 30,000 today. Little Elm's population exceeds the state average in education and income, and is increasingly trending younger and technologically proficient. The Town's footprint is just over 21 square miles and boasts some 66 linear miles of shoreline within its boundaries.