



## NEWS RELEASE

**Mike Browning**  
PUBLIC INFORMATION OFFICER

PHONE: 615-848-3245/642-3230 mobile  
EMAIL: [mbrowning@murfreesborotn.gov](mailto:mbrowning@murfreesborotn.gov)  
Website: [www.murfreesboro.gov](http://www.murfreesboro.gov)

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### **City Moves to Enhanced Online Billing for Water & Sewer Services**

**MURFREESBORO, Tenn.** – The Murfreesboro City Council voted Thursday to give approval to an administrative plan to provide customers of Murfreesboro Water & Sewer with enhanced convenience of paying bills electronically online. The payments will post real-time and provide customers with account transaction history.

The new Customer Information System (CIS) for electronic payment will include credit cards, debit cards and electronic check payments.

“Providing Murfreesboro customers with added convenience is in keeping with our goals of strong and sustainable financial and economic health with focus on customer service,” said City Manager Rob Lyons. “When fully-implemented, this Information Technology project will provide better customer service.”

The initial implementation of the Collective Information System (CIS) payment gateway will begin with final acceptance and signing of a contract between Collective Solutions Incorporated (CSI) and the City of Murfreesboro. The City plans to have the system in place during July 2014.

“This will allow our customers the ability to make real-time payments into our new billing system online or over-the-counter,” said City Information Technology Director Chris Lilly. “This enhanced method will also give our customers the ability to view and manage utility payment information in real-time.”

Customers will be charged \$1.75 per transaction up to a maximum payment of \$400.00 for the added convenience of online billing payment. Previously, customers were charged a 3 percent fee on all transactions.

The City of Murfreesboro Water & Sewer Department, located at 300 NW Broad St., is open for drive-in window and walk-up counter customer payment from 8 a.m. to 4:30 p.m., Monday through Friday. After Hours emergency assistance is available by calling 615-893-1223.

For more information on current billing service, visit [www.murfreesborotn.gov/waterbillinginfo](http://www.murfreesborotn.gov/waterbillinginfo) online or contact the City Water & Sewer Department at 615-848-3209.

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