



Press

Release



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For Immediate Release

January 12, 2023

City Utilities Collections Temporary Changes

Wichita Falls, Texas- Wichita Falls Water Customers will not be able to make payments of any kind at the Memorial Auditorium counter from 5:00 pm Thursday, January 12, 2023, until the payment system is back online due to a close-of-year procedure.

Customers may still make a payment online, at the kiosk, or via the automated phone system, however, the payment will not post to their account until the system is operational again.

New customers can still request new service online, which will be processed as quickly as possible.

This close-of-year procedure is expected to take approximately 24 hours to complete.

The city would like to thank customers for their patience.

If you have any questions or need more information please call (940) 761-7414.

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