



City of Yakima

News Release

Subject: Software Test for Utility Billing

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City Utility Services Counter Closed June 17th for New Software Test

The City of Yakima Utility Services Division customer counter at Yakima City Hall will close temporarily for the day on Friday, June 17th while new management and billing software is tested.

During the temporary closure, cashiers will not be available to accept payments from customers at the utility services counter or help customers sign up for or discontinue utility services. Customers will still be able to make payments online through the City of Yakima website (<https://www.yakimawa.gov/services/utilities/online-payment/>) or by putting an envelope with a check or money order in one of two drop boxes located at City Hall . one near the 2nd Street City Hall entrance and one in the City Hall lobby. Customers will also be able to sign up for or discontinue utility services by calling 575-6080.

The temporary closure is necessary in order to allow testing of new software that has been developed to make the City's utility management and billing system more customer friendly, efficient, and effective. Testing of the new software will take place on Friday, June 17th, Saturday, June 18th, and Sunday, June 19th. The Utility Services Division customer counter will return to providing all normal services on Monday, June 20th.

Full implementation of the new software, which was created by Cayenta, a consulting firm that is a division of N. Harris Computer Corporation, will occur later this year.

Through the City's Utility Services Division, customers sign up for and discontinue utility services (water, sewer, garbage), pay utility bills (water, sewer, garbage, stormwater, irrigation) and parking fines, and buy dog licenses, bus passes, and parking passes.

For more information about the temporary closure of the City of Yakima's Utility Services Division customer counter, contact Utility Services Manager James Dean by e-mail (james.dean@yakimawa.gov) or by phone (576-6615).