



Press

Release



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For Immediate Release

May 11, 2022

Software Upgrade Will Temporarily Close Utility Collections Operations and Human Resources Web Access

Wichita Falls, Texas – A security upgrade to the software that runs the operating system for Wichita Falls Utility Collections water customers, will temporarily close the office and the ability for customers to make payments early next week.

The system will be upgrading on Monday May 16, 2022 and Tuesday May 17, 2022. Online payments will not be an option. Water customers can still make payments if they desire at the Kiosk, or the drop box but, those payments will not be processed until Wednesday morning. During this time Customer Service Representatives will not have the ability to answer any account questions.

There will be no late fees or cut offs for non-payment during the time the system is undergoing the upgrade. Emergency cut offs are still available by calling (940) 761-4333.

New service connections will be “manager approved” only during the upgrade period.

The software upgrade will provide added peace of mind to customers with enhanced security when making payments online.

For more information you can call Utility Collections at (940) 761-7414.

The system upgrade will also affect the Human Resource Information System. It will result in a temporary outage of the online Employment Opportunities page and the Employee Self-Service functions for the City of Wichita Falls.

Candidates and Employees will be unable to access their online accounts from Monday May 16, 2022 through Tuesday May 17, 2022. All access will be restored beginning Wednesday May 18, 2022. All users will need to re-register for the Self-service system.

For more information you can call the Human Resources office at 940-761-7615

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