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FOR IMMEDIATE RELEASE

October 23, 2019

CITY OF PORT ORANGE CUSTOMER ONLINE PAYMENT SYSTEM CONTINUES TO BE SHUT DOWN AS INVESTIGATION PROCEEDS BY OUTSIDE CYBERSECURITY FIRM

PORT ORANGE, FL, October 23, 2019 —The City of Port Orange announces today that the Click2Gov application, the city's online utility billing and business tax payment system, continues to be shut down as the investigation proceeds by outside cybersecurity firms. At this time, the shut down includes monthly credit card auto-pay, as well as unscheduled online payments, which include both water utility and business tax renewals.

On October 18, the City of Port Orange received information from the company that develops Click2Gov, that it wanted to investigate the application for an unconfirmed software issue that may have resulted in vulnerabilities. While the company that develops Click2Gov has not found any vulnerabilities linked to its software, in an abundance of caution, the city is awaiting additional clearance from other cyber security firms before restoring the application.

Customers who had set up a credit card auto-pay through Click2Gov that was scheduled to be charged this week will be rescheduled to the near future without any impact to service. Customers interested in paying their bill through another method are encouraged to stop by customer service in City Hall at 1000 City Center Circle, Port Orange, FL 32129, or call 386-506-5720.

As previously communicated, the City of Port Orange will refund or deduct any late charges associated with the suspension as soon as the system is back up and running. Customers should always be diligent in monitoring their personal credit card transactions and report any suspicious activity to their credit card bank/issuer. The City will announce when the system is operational.

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