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FOR IMMEDIATE RELEASE

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**City of Port Orange Discontinues Its
Customer Online Payment System Indefinitely**

PORT ORANGE, FL, November 8, 2019 —Due to possible security concerns and protocols that do not meet the standards and expectations of the City, the City of Port Orange is taking a cautious approach to protect its customers information. Effective immediately, the City has discontinued its online utility billing and business tax payment system, Click2Gov, indefinitely. The shutdown includes monthly credit card auto-pay, as well as one time online payments, which include both water utility billing and business tax renewals.

The City's Customer Service staff is available for any questions and to process payments over the phone at (386) 506-5720 Monday-Friday 8:00 a.m.-5:00 p.m. except for Wednesday when the office closes at 4:00 p.m. Customers interested in paying their bill in-person are encouraged to stop by customer service in City Hall, using the City's drive-thru and an after hours drop box on the north side of City Hall, located at 1000 City Center Circle, Port Orange, FL 32129. Customers can also pay by mail or set up automated payments through Automated Clearing House (ACH). This shutdown does not disrupt customers who use personal bill pay through their bank.

For Business Tax Renewals, Community Development staff is available to process payments over the phone by calling (386) 506-5602 or in person by stopping by Community Development, located on the second floor of City Hall between Monday – Friday from 8:00 am – 5:00 pm.

City staff is looking into alternative payment methods that will be convenient, while at the same time maximizing the protection of residents' information in the online world, which is the City's number one priority. In the meantime, please utilize any of the payment options noted above.

The City will provide more information as it becomes available.

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