In an effort to streamline our operations and improve customer service, the City of Gillette has implemented an Interactive Voice Response (IVR) system to handle utility billing.

We encourage you to use the IVR system to fulfill many of your needs. You can use the system 24-hours a day, 7 days a week, 365 days a year to do many things:

- Pay utility bill
- Check account information
- Check billing history
- Check payment history
- Request payment fax

With so many things you can do – at your convenience, whenever it fits your busy schedule – the system is a great way to check on your utility account. You can still speak to a live Customer Service representative any time during regular business hours by calling the same number, too!
How It Works

Once you’re connected to the Utility Billing Line, choose one of these options:

Press [1] - To hear account information or to make a payment
Press [2] - To hear your payment history
Press [3] - To hear your billing history
Press [0] - To speak with department staff

When prompted, enter your account number from your bill. The Utility Billing Line will walk you through every step of the process.

Make a Payment

The Utility Billing Line can take credit card payments safely and securely by phone. You can pay with your Visa, MasterCard, or Discover card. Just call in and follow the instructions in this brochure. It’s that easy!

Tips

- The Utility Billing Line allows you to quickly hear account information and make payments. If you have more complicated requests, simply press [0] during the call to speak with department staff, during regular business hours.
- You can receive fax confirmations of your payments and history. Just follow the system’s instructions.