

Welcome!

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:

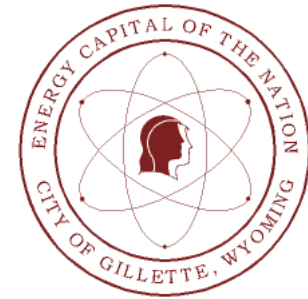
- Pay utility bill
- Check account information
- Check billing history
- Check payment history
- Request payment fax

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!

P.O. Box 2003
201 E 5th Street
Gillette, WY 82717



Utility Account Information
is just a Phone Call Away!



City of Gillette



Utility Billing Line
Interactive Voice Response (IVR) System

(307) 686-5325

What You'll Need

To use the City of Gillette's Utility Billing Line, simply dial

(307) 686-5325

and follow these instructions.

First, find your account number, on your bill.

CITY OF GILLETTE
Utilities Department Customer Service Division 148
5th Street, PO Box 3003, Gillette, WY 82717-3003
(307) 686-5206 Fax: (307) 682-4998
www.ci.gillette.wy.us

When calling or writing concerning this account please use ACCOUNT NUMBER:
4707-4216

TOTAL DUE	DATE DUE
148.10	4/20/09

Voluntary Contribution to ENERGY SHARE OF WYOMING \$ _____

PAYMENT Last payment amount/date: 130.79 3/11/09

City of Gillette
STATEMENT FOR UTILITIES SERVICE

ACCOUNT NUMBER: 4707-4216

DAYS	METER NUMBER	MULT/UNITS	METER READING		USAGE
			PRESENT	PREVIOUS	

Next, call the system at (307) 686-5325 and follow the simple instructions to get your balance, hear your payment history, pay your bill, and more.

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.