



PRESS RELEASE — July 22, 2014

Communications: 972-624-3156

Customer Service offers new e-submission options

THE COLONY, Texas — The City's Customer Service Department continually works to improve its processes and make things easier for the residents they serve. As part of that effort, the department recently launched a pair of new e-submission forms on the city website for customers opening or closing utility accounts.

Previously, the only way to set up utility service was to stop by City Hall in person or print and complete the application form from the website and then scan and email it back. Now, customers will have the option of filling out the application online and uploading their required documents, then digitally signing and submitting the application electronically.

The move-out request/closing account form used to be the same as above: print, fill out, scan, email or come to City Hall. Now that form can be completed and submitted online as well.

Customer Services Director Molly Owczar was excited and proud to offer these new options for the city's utility customers.

"This has made the process so much easier for our residents, as well as my staff," she said. "In the near future, we will be looking for additional opportunities to convert Customer Services forms and applications to an e-submission system."

For more information, visit the Utility Billing section of the city's website, www.thecolonytx.gov, email utilityadmin@thecolonytx.gov, or call 972-625-2741.

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