



# CITY OF DECATUR ILLINOIS

1 GARY K. ANDERSON PLAZA      DECATUR, ILLINOIS 62523-1196

FOR IMMEDIATE RELEASE  
November 22, 2022

## **City experiencing technical issues affecting bill payment & customer service, asks for patience**

Decatur, IL – The City of Decatur is asking residents for patience as they may experience longer-than-normal wait times to pay bills and receive related customer service.

On November 14, the City implemented a computer software upgrade. Despite successful tests of the new system beforehand, we are currently experiencing certain processing issues that are complicating our ability to provide the normal level of customer experience we strive for. The City would like to apologize for any inconvenience and asks that residents have some patience with our customer service representatives if they experience delays.

The City continues to work diligently on a solution, and will keep working until issues are resolved. In the meantime, telephone call wait time, in-person transaction time, and other customer service functions may unfortunately take more time than normal.

We thank the community for its understanding and patience as we work to resolve the system issues that we are facing.

###