



CITY OF DECATUR ILLINOIS

#1 GARY K. ANDERSON PLAZA

DECATUR, ILLINOIS 62523-1196

FOR IMMEDIATE RELEASE
December 29, 2022

City of Decatur payment windows to close at 4:30 p.m. daily

Decatur, IL – City of Decatur payment windows on the second floor of the Decatur Civic Center will close at 4:30 p.m. daily beginning January 3, 2023.

All windows will operate from 8 a.m. to 4:30 p.m., a change from the previous closing time of 5:00 p.m. Recently, the utility customer service and payment windows have been restructured to create two payment specialist windows and one utility customer service payment specialist window. To accommodate daily closing procedures, we've decided to have uniform hours of operation for all windows.

We apologize for any inconvenience this may cause. Alternative methods to do business with the City include:

- Paying online: www.decaturl.gov/online-water-bill-pay/
- Call the automated line to pay over the phone: 800-700-9309 or 217-450-2250
- Return the following business day
- Utilize the payment lock box on the east side of the Civic Center (along Jackson St.)
- Visit an authorized payment location: www.decaturl.gov/departments/water/utility-customer-service/

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