



Billing Software Transition FAQs

Q: *Can I pay my bill online through the City website?*

A: No. During the software transition, you will not be able to make payments through the City website and you will not be able to pay through the interactive phone payment system.

Q: *Is there any way I can pay my bill online?*

A: Yes. If you pay your bills online through services provided by your bank or credit union, you will not be affected by this transition.

Q: *Can I still pay my bill at City Hall?*

A: No. You will not be able to pay your bill at City Hall during the software transition.

Q: *Is there any way I can make my payment in person?*

A: Yes. You can make in-person payments at the Business Centers of H.E.B. grocery stores within Corpus Christi. [Click here for an interactive map of these locations.](#)

Q: *Will late fees be applied to my account if I do not pay on time during the conversion?*

A: No. Because of the inconvenience to our customers, no late penalties or shut-offs for non-payment will occur until the transition is complete.

Q: *How long will this conversion take?*

A: The software conversion will take approximately two to three weeks.

Q: *How will I know when I can pay my bill online again?*

A: The City will notify the public and the media. We will also keep you posted with any updates at www.ctexas.com/billing and on our [Facebook](#) and [Twitter](#) pages.

Q: *Why is the City doing this transition?*

A: The City is doing this transition to streamline the billing process and enhance customers' payment experience. Thank you for your patience.

Q: *After the software transition is complete, what bill changes will customers notice?*

A: The following will result from the transition:

- A different look to the bill.
- All customers will get a new account number.
- Online services will have more options and better security.
- Mail-in payments will not change and can be accepted as normal.

Q: *If I have questions or concerns about my bill, who do I call?*

A: Please call the City's Customer Call Center at (361) 826-CITY (2489) between 7:00 a.m. and 7:00 p.m. Monday through Friday. Our representatives are happy to assist you through this transition.

Q: *Where can I find updates on this transition?*

A: You can find updated information at www.cctexas.com/billing and on our [Facebook](#) and [Twitter](#) pages.