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Lee County Utilities transitions to new billing service to enhance customer service

Fort Myers, FL, Aug. 24, 2016 — Lee County Utilities customers will transition to a new billing system on Tuesday, Sept. 6, that will provide enhanced customer service whether they choose to access and pay their accounts online, by mail, by telephone or, for the first time, through a mobile app.

To take advantage of these upgrades, all customers will need to re-register online using their Lee County Utilities account number to establish their user and payment information, including any “wallet” information that might have been previously stored. Once registered, smartphone users can download a mobile app to access their accounts.

LCU has notified customers of the changes over the past few months through billing inserts, online announcements and emails.

In order to accommodate the transition of 85,000 user accounts, customers will be unable to make online or automated phone payments from 5 p.m. Wednesday, Aug. 31, through the morning of Tuesday, Sept. 6, which includes the Labor Day weekend. Normal business operations will resume at 8 a.m. Tuesday, Sept. 6.

Customers may continue to make payments in this period at the Customer Service Center, 7391 College Parkway, which includes a 24-hour drop box. Due to the upgrades, LCU will allow an additional one-week grace period to all customers during the transition week.

To learn more about the system upgrades and what to expect on Sept. 6, please visit www.leegov.com/utilities or call 239-533-8845.