Welcome!

In an effort to streamline our operations and improve customer service, the CIty of Indio's Water Authority has implemented an Interactive Voice Response (IVR) system.

We encourage you to use the Indio Water Authority VoiceUtility Line to take care of all transactions associated with your utility account. You can access the system by phone to:

- Check account information
- Check billing history
- Check payment history
- Make a payment
- Request fax receipts

With so many options available – whenever it fits your busy schedule – the IVR system is a great way to keep current with your utility account. You can still speak to a live Customer Service representative any time during regular business hours by calling the same number, too!

¡también en español!

POWERED BY

Selectron
TECHNOLOGIES, INC

www.selectrontechnologies.com

83101 Avenue 45
Indio, CA 92201

Utility Account Information
Is Just a Phone Call Away!

INDIO
Water
Authority

Indio Water
Authority
VoiceUtility Line

(760)347-4958

What You'll Need

To use the Indio Water Authority VoiceUtility Line, just follow these simple steps:

First, find your <u>Account Number</u> on your bill.

Then, call the following number:

(760)347-4958

and follow the simple instructions to get your balance, hear your payment history, pay your bill, and much more.

How It Works

Once you're connected to the Indio Water Authority VoiceUtility Line, choose one of these options:

Press [1] - For account information
Press [2] - For payment history information
Press [3] - For billing history information
Press [4] - To make a payment
Press [0] - To speak with customer service at any time during the call (during regular business hours)
Press [*] - For general information about the system

In case of a
Water Utility Emergency,
please call
(760)391-4051

Make a Payment

The Indio Water Authority VoiceUtility Line allows you to pay your bill over the phone, safely and securely. You can pay with VISA® or MasterCard®.

Tips

- You can receive fax confirmations of your payments and history. Just follow the VoiceUtility Line's instructions.

- Any time you need help on how to use the system, press the star key (*) on your phone.

- If you need to speak with a customer service representative, you still can during regular business hours (from 7:30 a.m. – 5:30 p.m. Monday – Thursday, and 8:00 a.m. – 12 noon on Friday). Just press zero (0)!

- If you want to make a payment or check your account information, press one (1).