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NEWS RELEASE

New Payment Portal and Utility Bill Pay Options

Durango, CO: The City of Durango is pleased to announce the launch of its new online billing and payment service through Invoice Cloud. Sales tax, business license renewal payments, municipal court payments, open records payments, airport parking tickets and utility bills can be paid through the updated payment portal, which launched on Monday.

With the updated portal, utility bill customers will have greater flexibility in paying their bills. Notably, the service enables utility customers to sign up and schedule automated utility bill payments. In addition, the Pay by Text option allows utility customers to receive text message notifications and conveniently pay with a text message using their default payment method.

The easy-to-use payment portal provides utility customers with quick access to their account to view bills, check their balance and make payments with credit/debit card or electronic check, which is a new option. Features include an “at a glance” dashboard, scheduling one-time or automatic payments, securely storing payment information and receiving email and text (optional) reminders. Paperless billing will continue to be available and those previously enrolled have been transferred to the new service. Creating an account is recommended to access all the features, however, it is not required to view and pay bills online.

Utility customers can make payments online or enroll in Pay by Text by going to the City’s website at www.durangogov.org/payments and clicking on the Utility Bill button. Phone payments can be made by calling 844-329-9562.

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Questions? Please call the City's Finance Manager Amy Arnold at 970-375-5035.

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