



**FOR IMMEDIATE RELEASE:**

Date: March 19, 2020  
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**City Offers Pay by Phone for Utilities, Court and Traffic Fines**

Roseburg, OR – The City of Roseburg, in an effort to help residents and businesses effected by COVID-19, are now offering an additional option for water utility payments. Account holders can now pay their bill over the phone by calling the City at 541-492-6710. Additionally, residents can pay their court or traffic fines over the phone by calling 541-492-6720.

This latest option allows for social distancing as well as a convenient way for residents to pay their bills safely from home. City Finance Director Ron Harker comments on the new temporary option.

“For security reasons, we normally do not offer payments over the phone to our customers,” says Harker. “But in these trying times, we felt it was necessary to relax this policy and make it easier for customers to pay their water bill or their court and traffic fines. Customer safety is our number one priority right now, and creating this new option for payment is not only more convenient, but also keeps our employees safe.”

Although paying by phone is now available, the City prefers that customers pay their water bills online. To pay your water bill online, visit <https://www.municipalonlinepayments.com/roseburgor>. Customers can also drop off their payments at the City Hall drop-off box, which is located to the right of the sliding glass door main entrance. The City strongly encourages its customers to use social distancing by utilizing both of these methods of payment.

In this unprecedented time, the City understands that residents may be undergoing hardships that make it difficult to pay their financial obligations. That is why the City is willing to offer flexible payment plans that are tailored to each individual’s economic situation.

“Give us a call, and we will work with you,” says Harker. “We don’t want any of our citizens to have to make hard choices. We are all in this together. That is why we want people to call us and make arrangements one-on-one. Any way that we can help our residents get through this difficult time is what we are here to do.”

In addition to paying monthly water utilities, new customers who wish to set up their water service can also do so over the phone. To learn more, please call 541-492-6710 or visit [www.CityofRoseburg.org](http://www.CityofRoseburg.org).

**City of Roseburg**  
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**TEL: 541.492.6700 [info@cityofroseburg.org](mailto:info@cityofroseburg.org)**  
**City Hours: Monday - Friday 8 a.m. – 12 p.m. and 1 p.m. – 5 p.m.**