

FOR IMMEDIATE RELEASE

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**CITY OF NEWPORT  
EXPERIENCING DELAY IN  
PROCESSING DECEMBER UTILITY BILLS**

The City of Newport is experiencing a delay in processing the December utility bills due to a glitch in a software conversion. During the conversion to a new software system, the city experienced several unexpected incompatibility problems between the old and new software systems which have delayed the production of water bills. The city is working diligently with its software vendor to solve this problem.

Water bills are typically mailed at the end of each month, but as a result of the delay, it is anticipated that the bills that would have been mailed on November 30 will be mailed by December 17. Because of the later release date, water bills will not be due until December 28; late charges will not occur until January 2; and there will be no water shut-offs during December.

The city apologizes for the inconvenience, but assures customers will be better served with the new software as bills will be more readable, and customers will have the ability to pay with credit/debit cards or through the internet.

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