

MEDIA RELEASE
For Immediate Release
March 29, 2024

COOS BAY-NORTH BEND WATER BOARD
PAYMENT SYSTEM INTERRUPTION
AND SERVICE CENTER CLOSURE

SYSTEM UPDATE – TEMPORARY PAYMENT PROCESSING
SYSTEM UNAVAILABLE

Effective at 5pm on Wednesday, April 3rd, 2024, the Coos Bay-North Bend Water Board Payment Processing System will be unavailable due to a mandatory system update. This update will affect customers' ability to make credit/debit card payments in the office or online from 5pm Wednesday, April 3rd, 2024, until 9am Monday, April 8th, 2024.

Due to the nature of this update, our office will close on Thursday, April 4th, 2024, at 4pm. The office will be open from 9am-5pm on Friday April 5th, 2024, however, again, no credit or debit cards will be able to be processed on that day. On Monday April 8th, our office opening will be delayed until 9am.

We encourage our customers to make credit/debit card payments prior to 5pm on Wednesday, April 3rd, 2024. Payments with cash or check will be taken in the office during the system update, then processed on Monday April 8th, 2024 during regular business hours.

We appreciate your patience and understanding during this important software update. For questions or concerns regarding this system update, you may contact Aimee Hollis, Customer Relations Manager at (541) 267-3128 Ext. 224 or aimee_hollis@cbnbh2o.com.