



LLOYDMINSTER MEDIA RELEASE

October 25, 2017

City Advises City Website Users of Temporary E-services Disruption

Lloydminster, AB/SK - To better serve residents and businesses, the City of Lloydminster customer service portal at www.lloydminster.ca will undergo a system upgrade from November 8 - December 11, 2017; as a result, online payment services and tax certificates will be temporarily unavailable online.

During the service disruption, tax certificates services will be available at the City Hall customer service desk. Customers will be charged the lesser online rate of \$15 when they phone in to obtain a tax certificate.

Customers with existing e-billing accounts will continue to receive an email copy of their bill. Residents can make transactions at the City Hall customer service desk, through a bank or financial institution, or by over-the-phone credit card transaction.

"The system upgrade is part of the City's ongoing work to implement new financial software that supports improved tracking and reporting," said Joey Maltby, Project Manager, Systems. "The disruption is necessary to expanding functionality and improving our online user experience."

When the e-commerce services are restored, existing users will be asked to re-create their user accounts, which will require new user IDs and passwords.

For more information on tax certificates, please email taxes@lloydminster.ca or call 780-875-6184 Ext 2124. For details about utilities, please email water@lloydminster.ca or call 780-875-6184 Ext 2125.

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