



CITY OF LAREDO

Utilities Customer Service Center



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FOR IMMEDIATE RELEASE
Release Date: September 30, 2024

WHAT: City of Laredo Utilities Customer Service Center to Implement NEW Registration Software & Process for Its Utility Customers

WHEN: Tuesday, October 1, 2024, starting at 8:00 a.m.

WHERE: Utilities Customer Service Center located at City Hall Annex, 1102 Bob Bullock Loop.

WHY: The City of Laredo Utilities Customer Service Center will be going live tomorrow using QLess, a registration software which allows utility customers to schedule and manage their registration and track their waiting time on-site and remotely.

ADDITIONAL INFORMATION: Customers will be able to sign-in or check-in in person at one of three (3) kiosks inside City Hall Annex or do so remotely from a personal electronic or mobile device using a QR Code. Services available include, but are not limited to: new accounts, high bills, leak adjustments, bank drafts, and more. QLess will help account for all customers being attended for the different types of services, and it will greatly benefit all customers since it is an easy-to-use platform that will provide update notifications to each customer registered. Not only will customers be able to register or sign-in from the comfort of their homes, but they will receive the notifications on their personal electronic or mobile device and will be able to view their place in line on three (3) television monitors. Once that the customer is next in line, the customer's name and a station number that will attend the customer will be displayed and announced on the television monitors. Customers will be required a phone number to be able to register and join the waitlist.

Registration can be done at the entrance of City Hall Annex using one of the 3 kiosks or by simply using an electronic or mobile device and scanning the QR code below.



In the near future, the Utilities Customer Service Center also plans to designate a single day to incorporate appointments for walk-in customers, as needed.

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