



THE **ALEXANDRIA UTILITY SYSTEM** CONTINUES TO PLACE **CUSTOMERS FIRST** WITH THE LATEST UPGRADE TO ITS
WEB-BASED CUSTOMER SERVICE PORTAL

The new web-based portal, AUS Online, which can be accessed via AUSonline.com beginning **December 3, 2025** will allow customers to receive communications in a way of their choosing while also allowing for real time payment processing.

WHAT DOES THIS MEAN FOR AN AUS CUSTOMER WHO IS CURRENTLY REGISTERED TO PAY ONLINE THROUGH SCHEDULEPAYMENT.COM/COA?

CURRENT AUS CUSTOMERS THAT UTILIZE THE EXISTING WEB-BASED PORTAL WILL HAVE TO RE-REGISTER FOR THE NEW WEB-BASED SERVICE LOCATED AT AUSONLINE.COM BEGINNING DECEMBER 3, 2025



WHEN WILL THE SYSTEM UPGRADE TAKE PLACE?

November 27, 2025 to December 2, 2025



WILL CUSTOMERS HAVE ACCESS TO THE UTILITY CUSTOMER SERVICE DEPARTMENT DURING THE SYSTEM UPGRADE?

No. The office located at 625 Murray Street on the first floor will be closed to utility customers in person and via phone from November 27, 2025 to December 2, 2025.



WILL CUSTOMERS BE ABLE TO PAY THEIR UTILITY BILL DURING THE SYSTEM UPGRADE?

Yes. Customers will be able to pay via drop boxes, via mail, via their bank system bill pay, and in person at First Federal Bank locations in Alexandria.

IF I STILL HAVE QUESTIONS OR NEED MORE INFORMATION, WHOM DO I CONTACT?

Our staff is available from 8:30 a.m. to 4:30 p.m. Monday - Friday to answer your questions. *Please call (318) 441-6310.*