

FAQ

How can I pay my license renewal fee?

Payments can be made:

1. Online at elpasoonline.envisionconnect.com/#/onlinePayments using your Invoice Number and Account ID (located on the invoice).
2. Credit card payment over the phone by calling (719) 578-3199, opt. 3.
3. Mail-in or drop box payments of check or money order (please include the invoice remittance). **WE ARE NO LONGER ABLE TO ACCEPT CASH PAYMENTS.**

Please note: The Environmental Health office is currently closed to the public and not accepting walk-ins. A drop box is located outside of the office for payments.

Has your establishment changed ownership?

If so, please contact us to discuss next steps and do not make payment.

Change of Ownership applications can also be found on our website at elpasocountyhealth.org.

Have you permanently closed your facility?

Please notify us via healthinfo@elpasoco.com with your facility information.

Do you have questions regarding the current Public Health Order?

Please contact our COVID Call Line at (719) 578-3167 or email us at healthinfo@elpasoco.com and a Specialist will assist you. The current Public Health Order as well as additional resources and details can be found on our website at elpasocountyhealth.org.

Are you experiencing difficulty paying your 2021 license renewal fee?

Please contact us at (719) 578-3199, opt. 3 to speak with a Program Assistant for possible options.