

IMPORTANT UPDATE: Payment Drive-Through Window Closure

Dear valued customers,

With continuously changing conditions in reference to the evolving COVID19 global pandemic, CLWSC will close our Drive-Through Payment Window effective Wednesday, March 18th.

The following payments options will still be available:

- On-line payments made through www.clwsc.com. While our office is closed, customers paying on-line will have the \$1.95 convenience fee credited back to their account.
- Our payment drop-box in our drive-through area will be available and checked periodically.
- You may continue to mail your payment. Please use your payment coupon to ensure payments are processed in a timely fashion.

During this time, CLWSC will not be turning water off due to non-payment.

If you have a water emergency or you have any questions about your service, bill, or account, we ask that you contact us at 830-312-4600 or by email at customerservice@clwsc.com.

Protecting Our Employees

To help slow the spread of the virus, and limit the risk of our own employees, most of our employees are now working from home.

However due to the importance of ensuring continuous delivery of safe and healthy water, our front-line employees will remain hard at work in the field.

Out of an abundance of caution, we are asking field employees who may have communications with customers to limit their interactions to email and phone conversations.

In addition, please practice social distancing guidelines (6 feet away from each other) when you see CLWSC employees in the field. As always, our top priority remains keeping our employees and customers safe while delivering clean safe and reliable drinking water. These steps will help ensure our company, customers, and our community remain safe for everyone.

Regards,

Larry Jackson, Manager
Customer Service and Communications