



# Press Release

March 13, 2020

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The Bay County Road Commission- Department of Water & Sewer (DWS) is announcing changes to operations effective Monday, March 16, 2020 in response to the presence of the COVID19 "Corona Virus". These operational changes are being made to protect our employees and customers from exposure to this virus and ensure a safe workplace for us to provide essential services to our customers.

On Monday, March 16, 2020 our Customer Service Center in the DWS Administration Building located at 3933 Patterson Road will be **closed to the general public**. We realize this will impact the ability of our customers who pay their bills at this facility; however, we're yielding on the side of caution for our employees' safety and we apologize for the inconvenience this change may present. As a reminder the DWS offers free online bill payment at <https://www.municipalonlinepayments.com/baycountywatersewermi/utilities> . To help individuals that **do not pay via our free online service** we will be installing a drop box outside the entrance to the Administration Building for **payments by check or money order only**. ***Cash will not be accepted in the drop box and customers are requested to not pay by that means effective immediately***. This payment drop box will be available during normal business hours which are Monday through Friday from 7:30AM to 4:30PM. Additionally our call center will remain open for customers that need to discuss billing or service concerns with staff.

In addition to the lobby closure, DWS field staff will be instructed to not gain entry to a customer's home or business unless it is for an emergent issue such as a meter leak, low pressure, or no pressure situations. Final reads will be completed from the exterior of the building via the touchpad reading device and the interior read that we complete will be suspended until further notice, unless the location is vacant. We realize that this too will present a problem for some customers but we appreciate your cooperation in advance for this current situation that will only be temporary.

Lastly, the DWS wants to reiterate to our customer base of nearly 100,000 people that we are taking all necessary measures to protect the safety of our employees. Their safety is critical for us to maintain the critical services we provide and that you expect from our department during this time of a global health emergency.

In the event you have questions or concerns please contact William J. Bohlen, Director of the Department of Water & Sewer at the number listed below.