

PUBLIC NOTICE

IN ACCORDANCE WITH THE PUBLIC SERVICE COMMISSION RECOMMENDATIONS, SOUTHERN WATER & SEWER DISTRICT WILL CEASE DISCONNECTION FOR NON-PAYMENT ACTIVITIES DURING THIS DIFFICULT TIME. THIS, IN NO WAY, MEANS THAT OUR CUSTOMERS ARE FREE OR RELIEVED FROM THEIR OBLIGATION TO PAY THEIR BILL ON TIME EACH MONTH, BUT THAT WE WILL CERTAINLY MAKE ARRANGEMENTS WITH ANY CUSTOMER WHO IS HAVING A DIFFICULT TIME OR WHOSE JOB HAS BEEN AFFECTED BY THIS EVENT, IN ORDER TO PREVENT THEM FROM FALLING BEHIND. WE REQUEST THAT IF YOU ARE HAVING TROUBLE PAYING YOUR BILL, THAT YOU CONTACT THE OFFICE DURING REGULAR BUSINESS HOURS AT 606-377-9296 AND GIVE US THE OPPORTUNITY TO HELP TO KEEP YOU ON TRACK WITH PAYMENT.

SW&SD STAFF WILL CONTINUE TO MAINTAIN QUALITY WATER AND SERVICE. THE DISTRICT REQUEST THAT OUR CUSTOMERS AVOID MAKING CONTACT WITH OUR STAFF MEMBERS DIRECTLY. ANY QUESTIONS OR CONCERNS ARE TO BE ADDRESSED THROUGH ONE OF THE ABOVE RECOMMENDED MEANS OF COMMUNICATION WITH THE DISTRICT.

PLEASE BE ASSURED THAT SW&SD IS TAKING THE CURRENT STATE OF EMERGENCY VERY SERIOUSLY AND IS DOING EVERYTHING POSSIBLE TO ENSURE THE SAFETY OF THEIR EMPLOYEES, AS WELL AS THE PUBLIC, WHILE MAINTAINING QUALITY, DEPENDABLE SERVICE DURING THIS DIFFICULT TIME. THE DISTRICT WILL MAKE EVERY EFFORT TO DISTRIBUTE THIS INFORMATION TO EVERY VALUED CUSTOMER THROUGH THE LOCAL NEWSPAPER, RADIO, THE SW&SD WEBSITE & FACEBOOK PAGE. WE REQUEST THAT OUR CUSTOMERS REMAIN CALM AND BE PATIENT WITH US THROUGH THIS TRANSITION IN PROCEDURES, WHICH WILL BE IN EFFECT UNTIL FURTHER NOTICE OR UPON CONFIRMATION FROM THE GOVERNOR'S OFFICE THAT THE CURRENT STATE OF EMERGENCY IS SUSPENDED.

SOUTHERN WATER & SEWER DISTRICT IS COMMITTED TO CONTINUING TO PROVIDE THE CITIZENS OF FLOYD COUNTY WITH SAFE, DEPENDABLE, QUALITY WATER AND SERVICE DURING THIS TRYING TIME. IN ORDER TO ACCOMPLISH THIS ENDEAVOR AND KEEP OUR EMPLOYEES PROTECTED, THE DISTRICT WILL IMPLEMENT THE FOLLOWING PROCEDURES EFFECTIVE MARCH 18, 2020.

THE SOUTHERN WATER & SEWER DISTRICT OFFICE IS CURRENTLY OPEN TO THE PUBLIC, BUT WE REQUEST **NO MORE THAN 2 CUSTOMERS IN THE OFFICE AT A TIME**. ALL PAYMENTS, CORRESPONDENCE AND REQUEST FOR SERVICE SHALL BE CONDUCTED THROUGH THE FOLLOWING MEANS:

*MAIL: P.O BOX 610 McDOWELL, KY 41647

*DROP BOX: LOCATED OUTSIDE OF THE SW&SD OFFICE BUILDING. PAYMENTS MADE THROUGH THE DROP BOX MUST CONTAIN CHECK OR MONEY ORDER WITH WITH THE PAYMENT STUB. PLEASE - NO CASH PAYMENTS ARE TO BE DEPOSITED IN THE DROP BOX

*PAY BY PHONE: 844-350-4355

*INTERNET: SOUTHERNWATERSEWERDISTRICT.COM

THIS SITE SHOULD BE USED TO OBTAIN THE LATEST SW&SD NEWS, UPDATES AND PAY YOUR BILL.

*TELEPHONE: THE MAIN SW&SD TELEPHONE NUMBER IS 606-377-9296, STAFF MAY BE CONTACTED AT THIS NUMBER FOR ANY CUSTOMER ISSUES AND TO MAKE PAYMENTS OVER THE TELEPHONE DURING REGULAR BUSINESS HOURS OF 8:00 AM TO 4:30 PM, MONDAY THROUGH FRIDAY