

*****IMPORTANT INFORMATION*****

The Coos Bay – North Bend Water Board is committed to providing a reliable service and to the protection of public health. As the Covid-19 virus pandemic has developed, the health and safety of our customers and employees are a top priority.

During the first several months of the COVID-19 pandemic, the Water Board responded by implementing short-term relief that allowed customers who are financially impacted to defer payments without worrying about losing services or accruing late fees. Now, in order to be good stewards of our customers' financial resources and keep the utility operationally and financially resilient, we need to shift to measures that help customers bring their accounts up-to-date over time.

The Water Board will return to standard disconnection procedures effective October 1, 2020.

For customers who have a past-due balance and who have not enrolled in a repayment plan, we ask you that you:

- 1) Pay your balance due;**
- OR**
- 2) Call our Customer Service Division at (541) 267-3128 to set up a payment plan**

We're here to answer your questions and assist you with billing, payments, and other water-related services. For the safety of our customers and employees, our lobby is closed. Customer service is available by phone at (541) 267-3128, Monday – Thursday 8 am – 5 pm; and Friday 9 am – 5 pm.