

Dear Water Board Customers,

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 develops, the health and safety of our customers and employees are a top priority.

We are here to assist you in any way possible. Our office is currently open during regular business hours. However, to lessen the risk of exposure to the virus we ask customers to choose alternative payment/contact methods rather than visiting our office or drive-thru window.

Options include:

- Pay online at www.cbnbh2o.com or over the phone using a credit or debit card.
- Pay utilizing your bank's Bill-Pay service.
- Call our office at 541-267-3128 to open/close accounts and other service related issues.
- Contact us by email at customer_service@cnbh2o.com.

Note: During the duration of this public health emergency, the Water Board will be temporarily suspending service disconnections and related collection fees. **It is important for customers to know they will continue to be responsible for all billed charges due now and accrued during this time.** Customers should continue to pay their combined utility bill. Please contact our office with any questions regarding past due bills or notices and available options. We are here to help. Customer Service offers flexible payment arrangements and other options. Be proactive if you are facing financial hardship call Customer Service at 541-267-3128 to work out a plan.