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Notice to all District Customers

Starting February 9, 2021 the District will once again charge \$10 for water shut-off warnings delivered to a property and \$100 for water actually turned off as a result of NO-CONTACT and NON-PAYMENT of balances more than 60 days old.

Shut-offs were suspended entirely in March 2020 and resumed in September 2020 without a charge as a part of the COVID-19 pandemic assistance to customers.

These fees cover the cost to the District to create and deliver the notices and to safely perform the water shutoffs.

Prior to shutting off any service that is more than 60 days past due and from whom we have not heard, we make multiple attempts to contact each past due customer via email, phone call, and notices placed on the customer's door. If your account is in this category, all you have to do to avoid shutoff is to contact us. And please make sure we have valid contact information on file for you so that we can reach you. This can avoid the need to shut off water when your account becomes 60 days past due.

If your account is past due, please contact us via email or phone (see below). We do not want to shut off any customer's water. To avoid shutoff, if your account is 60 days past due, all you need to do is contact us.

We are available M-F 8 am-12 pm, and 1-4:30 pm (closed from 12-1 pm) via phone or email listed below:

Customer.service@wswd.org

503-292-2777

Due to COVID=19 health & safety measures, we are currently closed to in-person access at the office, but we are available via phone and email.