



# Press

# Release



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**For Immediate Release**

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## **City of Wichita Falls Water Service Disconnection Returning to Normal Operations**

Wichita Falls, Texas – On March 23, the City of Wichita Falls elected to temporarily suspend water service disconnections due to non-payment and to waive late fees for all Wichita Falls residences and businesses. This was done in an effort to assist residents while they were dealing with the COVID-19 pandemic. As Texas has now slowly reopened and we are no longer in a Shelter In Place, the decision has been made to slowly return to normal operations. To date, there are 3,671 accounts in the city that qualify for cut-off due to non-payment. It is anticipated that this has resulted in a total loss to the water fund of over \$300,000.

During the month of June, late fees will continue to be waived and service disconnections will continue to be suspended. However, beginning, Wednesday, July 1, operations will return to normal. As of July 1, late fees will no longer be waived and non-payment will result in service disconnections.

In an effort to inform and prepare citizens for the return of normal procedures, the Utility Collection Department began sending out blue cutoff notices to residents who are delinquent on their account. The notices are intended to alert the customer that they are expected to call and set up an interest free payment plan and make a minimum of one payment in June. Customers will be expected to follow their payment plan. This process allows customers about one month to plan accordingly, so they can begin making payments towards a balance owed.

Residents are encouraged to call the Utility Collections Department now, and arrange for the setup of an interest free payment plan. The hours of operation are Monday through Friday, 8:00am to 5:00pm. The department can be reached by phone at 940-761-7414.

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