



On the Water Front

June 2020 | A Message from John Balliew, P.E., President/CEO

We are here to help customers get back on their feet

When the pandemic forced Texas to shut down in March, El Paso Water had already moved to temporarily suspend service disconnections for nonpayment.

The suspension on disconnections was meant to provide short-term relief for our customers who are experiencing financial hardship amid the pandemic. EPWater customers were urged to keep their accounts current to remain in good standing.



Coming due

Three months later, we are assessing a timeline for resuming service disconnections as our community continues to reopen. EPWater is coordinating with state and local officials, as well as our utility partners, to monitor conditions while ensuring we meet the needs of our customers.

The uncertainties surrounding the evolving nature of the pandemic have taken a financial toll on many in El Paso, straining EPWater's budget as well.

Through it all, we remain committed to supporting our customers and are exploring avenues to help those experiencing economic distress as a result of the pandemic.

On June 22, El Paso City Council approved \$500,000 in funding to EPWater under the COVID-19 Response and Recovery Utility Assistance program. All of the money will be dedicated to helping EPWater customers pay their water bills. To qualify, customers must live within city limits, demonstrate loss of income during the pandemic and meet certain low-income and other eligibility requirements.

As we develop the application process, we ask customers to bear with us and monitor our website regularly at epwater.org for further information on how to apply for a credit of up to three months toward outstanding balances on their water bills.

Making arrangements

In the meantime, we want to stress the importance of contacting EPWater to establish a payment plan to avoid disconnection. Keeping up with payment arrangements will ensure that customers remain in good standing and remain connected once normal operations resume. Utility customers are encouraged to be proactive and contact customer service at 915-594-5500 or email us at customer.service@epwater.org.

EPWater understands customers may need extra time to recover and is prepared to offer flexible long-term payment options up to 18 months based on the amount owed. Each account will be evaluated on an individual basis.

As our community slowly reopens, trust that our workforce is dedicated to keeping our community safe and healthy. EPWater will continue essential work on the front lines, ensuring that El Pasoans have access to clean, reliable water services, which are key to preventing the spread of COVID-19. We want to see our customers get back on their feet.



On the Water Front is a publication of El Paso Water.
Contact Christina Montoya at [915.594.5596](tel:915.594.5596) or cmontoya@epwater.org with any comments or questions.

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