

Dear Bartow Water Customers,

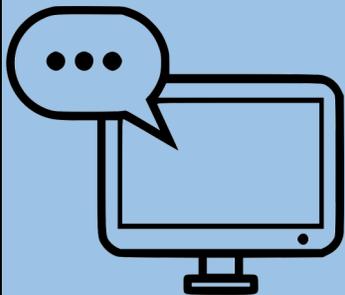
As concerns grow over the spread of the COVID-19 virus, Bartow County Water would like to give you an update on how we will continue to provide the highest quality service to our community during this time.

PUBLIC HEALTH IS OUR PRIORITY



Continuous access to safe, clean water and sanitary sewer systems are some of the most important components of the public health system. Bartow County Water has always – and will continue to staff our system with water professionals and be on call 24 hours a day, 7 days a week, 365 a year to provide these vital services to Bartow County. If you have never considered what an essential role water professionals play in the health and safety of our community, we recommend thinking about it for 20 seconds each time you wash your hands!

SOLUTIONS TO KEEP YOU SAFE



During this time, we ask that our customers follow the recommended CDC guidelines and if not feeling well, take every measure possible to limit your exposure to others in the community. Water bills can be paid from the comfort of your home via our website (www.bartowga.org/bcwd), over the phone at 770-387-5170, or by sending your payment through the mail. The drive-thru will remain open at the Administration Building from 8:00 am.—4:45 p.m.

CUSTOMER SERVICE IS HERE TO HELP



Bartow County Water understands that your family's finances may be affected during this time and we are here to help mitigate those circumstances. If you need to speak to a customer service representative about making a payment arrangement, please give us a call at 770-387-5170, Monday through Friday 8:00 am—5:00 pm.

COMMITTED TO THE COMMUNITY



It is our sincere hope that Bartow County Water customers understand and trust we will continue to operate and provide uninterrupted water and sewer services as usual.

If you have any additional questions, please reach out us at water@bartowga.org or at 770-387-5170. Hearing impaired please dial *(770) 387-5034*

Our mission is to provide the highest quality of water and wastewater services to the citizens of Bartow County at the most economical cost while promoting conservation and protecting the environment.

www.bartowga.org/bcwd