



MEDIA RELEASE

Carson City Public Works
3505 Butti Way
Carson City, Nevada 89701
(775) 887-2355
Carson.org/PW

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CARSON CITY PUBLIC WORKS SUPPORT FOR CUSTOMERS - ANNOUNCES SUSPENSION OF WATER SHUTOFFS

(Carson City, NV) – As we all closely monitor the rapidly changing response to Coronavirus (COVID-19) in our community, Carson City's commitment to delivering high-quality public works service to homes and businesses remains constant. Below are important messages and information available to you regarding utility billing issues.

- Carson City does not currently turn off water and sewer service due to an inability to pay. With the uncertainty surrounding this pandemic, we want to ensure everyone is able to follow hygienic safety measures to combat this virus. Any of our customers who may be experiencing a hardship are encouraged to contact the customer service team at (775) 887-2355.
- Your water is safe to drink and will continue to be provided to you uninterrupted. Our treatment process kills viruses (including COVID-19). Carson City's municipal water system is functioning normally and producing quality water that meets all standards. Carson City does not anticipate any foreseeable scenario that would interrupt water supply availability to our community.
- Carson City Public Works administration building, located at 3505 Butti Way, will be closed to walk-in services. For new water/sewer service, applications can be submitted online at carson.org/utilities, residents can also call (775) 887-2355, or email Utilitybilling@carson.org. Those without a scanner can take a picture of the application and send it. There is a drop-off mail slot on the front door, at 3505 Butti Way. Residents can pay online at <https://payments.carson.org/Click2GovCX/index.html>.

Visit carson.org for the latest information about City services.

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