



PUBLIC WORKS

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Water & Sewer Utility
Road Maintenance
Stormwater Management
Building & Fleet Services

Douglas County Utility is closely monitoring and taking precautionary measures in response to the COVID-19 novel coronavirus and its impact on our community. We know that many of you are impacted by the temporary closures of schools and businesses in Nevada, and understand that these events can create a lot of uncertainty. You can rely on us throughout these unprecedented times to provide the safe, reliable water and wastewater service that is essential to the health and well-being of our community. We are committed to protecting the health of our employees and the public by implementing the following measures:

- Douglas County Public Works which includes Water and Sewer Utilities, Road Maintenance, Stormwater Management, Engineering and Building & Fleet Services will be closed to the public and vendors until further notice.
- Customer service is available by appointment only to reduce face to face interactions. To schedule an appointment or for any questions, please call 775-783-6480.
- Water and Sewer Utility payments can be made using one of the following options:
 - Mail your check to P.O. Box 2121, Minden, NV 89423,
 - Use the drop box in the driveway of the Public Works Department at 1120 Airport Road, Minden,
 - Make an online payment from the Douglas County website at www.douglascountynv.gov.
- Many of you may be experiencing not only health uncertainty, but also financial uncertainty as a result of COVID-19. To assist during this time, Douglas County Utility will suspend service disconnections for non-payment for our customers directly impacted by this crisis. We will also waive late fees for customers who experience financial hardships related to COVID-19 or are unable to pay due to self-isolation. **If this applies to you, please call or email us so we can help you make alternative payment arrangements.**

Thank you for your support and understanding as Douglas County works to protect the health and safety of its citizens. There is a lot of uncertainty surrounding COVID-19 and its effect on our daily lives. If we can be of assistance do not hesitate to contact us by email at publicworks@douglasnv.us or call us at 775-783-6480.