

Best Water! Best Service!



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A Message to our Customers

Like all of you, the Gardnerville Water Company (GWC) is closely monitoring the coronavirus (COVID-19) threat and its impact on our community. We are committed to protecting the health of our employees so that GWC can execute on plans to ensure you continue to have safe, reliable water service. We are here to serve you during this unprecedented time, as together we address the health risks posed by COVID-19. Here are just a few of the actions we are taking:

- GWC office is closed to customers, vendors and general public.
- GWC will continue to have customer service assistants available to assist you. Rather than visiting our office, GWC has a variety of payment options available: payment drop box, US Mail, online at gardnervillewater.org, or via phone.
- To ensure you continue to receive safe, reliable water service, we are putting in place increased cleaning regimes at our facilities to help keep our employees healthy in order to serve you. All of these actions, and many others, are being taken in an effort to make sure we protect the health of our employees and the customers that we interact with on a daily basis.
- 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, GWC will suspend disconnects 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. Please contact our office to make alternative payment arrangements if you are directly impacted by the COVID-19 threat.

While there may be a lot of uncertainty surrounding COVID-19 and its effect on our daily lives, one thing is certain: GWC will keep the water flowing for you. Please don't hesitate to reach out to us at 775-782-2339 or visit gardnervillewater.org if we can be of assistance.