

Mt. Charleston Water Company

A Water and Wastewater Public Utility

March 18, 2020

For immediate release:

Mt. Charleston Water shares the concerns of our customers about the COVID-19 virus outbreak. We continue to monitor the guidance of State and County authorities as we attempt to mitigate the spread of COVID-19. The health and safety of our customers and employees is of paramount importance.

During this time of uncertainty, we have seen the start of economic impact on the community and anticipate some of our residents will need to make tough financial choices. Mt. Charleston Water will suspend utility disconnections for non-payment on a case-by-case basis for all customers who are experiencing a financial hardship as a direct result of the COVID-19 outbreak. To make a payment arrangement, if you are unable to pay your utility bill by the due date, please call customer service at 702.872.5743 to discuss payment options.

Please do not put cleaning wipes, flushable wipes and paper towels in the toilet. They will cause sewage issues in your home and our septic system.

We are here to support our customers, and we will continue to deliver safe reliable water and wastewater service during this period of uncertainty.

Mel Daines, Pres.
Mt. Charleston Water Co.
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