

SERVICE AUTHORITY FACILITIES



As a responsible partner in reducing potential further transmission of coronavirus 2019 (COVID-19), **all Prince William County Service Authority facilities are closed to the public effective Friday, March 20, 2020, 5:00 p.m. until further notice.**

This will have no impact on our customers' water services, which will remain uninterrupted.

Though the Raymond Spittle Building and the Durward E. Grubbs Environmental Center in Woodbridge, Virginia are closed to the public, Service Authority employees will continue reporting to work physically or telework remotely. All departments remain staffed and operational. **To assist our customers during this time, service disconnects remain suspended until further notice.**

Service Authority customers can continue to communicate and conduct business with us in a variety of ways.

- The Customer Service Department can be reached by calling (703) 335-7950, Monday through Friday, 8 a.m. to 5 p.m., emailing customerservice@pwcsa.org, or mailing correspondence to P.O. Box 2266, Woodbridge, VA 22195.

Customers can continue to make payments 24 hours a day through our online **Customer Self Service** portal at billpay.pwcsa.org/css, automated phone system, by mail or at three drop box locations. To see all available payment options, visit www.pwcsa.org/payment-options.

- The Development & Inspections Department can be reached at (703) 335-7930, Monday through Friday, 8 a.m. to 5 p.m., or by email at UtilityServicesGroup@pwcsa.org.
- Call Emergency Dispatch at (703) 335-7990 if you experience a water or sewer service emergency after business hours.
- Email COVID19@pwcsa.org with any questions about COVID-19 as they relate to drinking water quality.

Thank you for your willingness to support the health of our employees, our customers and all citizens of Prince William County.

To learn more about the Service Authority's response to the COVID-19 pandemic, visit www.pwcsa.org/coronavirus-information.