



HARLINGEN
WATERWORKS
SYSTEM

FOR IMMEDIATE RELEASE

March 23, 2020

Media Contact: Irma Garza, City of Harlingen, Public Relations Officer, (956) 216-5030 (office) or (956) 226-1673 (cell)

HWWS to Close Customer Service Lobby Starting Tuesday, March 24, 2020

HARLINGEN, TX – As a safeguard to limit potential transmission of COVID-19 in the community, Harlingen Waterworks System (HWWS) will close its Customer Service Lobby starting Tuesday, March 24, 2020, until further notice.

HWWS will continue providing water and sewer service throughout the COVID-19 crisis. However, customers who would otherwise visit HWWS offices are asked to use other available options for bill payment and customer service.

While HWWS regrets the inconvenience this closing will cause for many customers, it is the right action to take for the protection of all customers and employees. It also ensures that HWWS complies with local and statewide directives on social distancing and limitations on public gatherings. HWWS remains deeply committed to its vital role in public health through the delivery of water and sewer services, and this new health challenge demands a similar commitment.

Payment Options

Autopay – sign up for automatic bank draft

Bill Pay – sign up through customer's banking institution

Online – pay by credit or debit card

Phone – dial 430-6100 Option 1 using credit or debit card

Drop Box – enclose check or money and bill stub in an envelope

Drive Through – Monday-Friday 7:30 am to 5:30 pm. Long lines are expected for this option.

Mail – mail check and bill stub to PO Box 1950, Harlingen TX 78551

Account Management Options

Online – use the HWWS website at www.hwws.com

Email – send an email to cs@hwws.com

Phone – call 430-6100, Monday-Friday 7:30 am to 5:00 pm

Drop Box – Enclose in an envelope the request, name, address, and account number

U.S. Mail – mail request, address and account to PO Box 1950, Harlingen TX 78551

Water and Sewer Taps, New Meters, and Development Support – contact HWWS Engineering

Phone – 430-6107

Email – engineering@hwws.com

HWWS reassures customers that their water is safe for all normal purposes. Like other water utilities in Texas, the process prescribed for disinfection of water is effective at eliminating pathogens including the virus causing COVID-19. There is no need to purchase and stockpile bottled water on account of COVID-19 because tap water will remain safe and available as usual.

Official notice of office reopening or any other operational changes will be made only through official channels including the HWWS website (www.hwws.com), press releases from HWWS or the City of Harlingen, information posted outside HWWS offices, or emails directly from hwws.com.

For more information or assistance with any of HWWS's other payment and customer service options, customers are encouraged to call an HWWS representative at 430-6100 or visit www.hwws.com.

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