

April 2, 2020



**First and foremost, the safety and health of our customers and employees is our top priority.**

Due to the ongoing COVID\_19 Pandemic and subsequent National and State declared civil emergencies, the HWC office is closed to the public. We do have personnel available to answer your billing questions during our normal business hours, Monday through Friday 7:30 am to 4:30 pm - **(207) 532-2259**. We are requesting customers who normally pay in person to either mail their payment or utilize the drop-box located to the right of front entry door. If you want to pay with cash please call ahead.

HWC is now accepting payment by credit / debit card from VISA, MASTERCARD, DISCOVER and AMERICAN EXPRESS, by phone. However, customers should be aware that there is **a 2.5% convenience fee** on amounts processed using this method. For amounts \$40 and under there is a flat \$1 charge.

HWC wishes to thank customers in advance for their patience and flexibility during this crisis.

We fully understand that many in our community are experiencing lost hours from work or are now unemployed, hopefully for only a short duration. During this civil emergency, HWC will **not** be shutting off any electric or water services. If you are getting behind or unable to pay, we would ask that you give us a call to discuss and we will try to assist in identifying sources of financial aid that may help pay the bill during this stressful time. As always we will continue to work with customers to assist you throughout this trying time.

HWC currently has electric, water and wastewater crews working daily at the water company. Our work is limited to essential services. If you experience a power outage, lack of water pressure, notice excessive water bubbling from the street, etc... give us a call. If we do perform a service call we ask that a ten (10) foot, or more, buffer be kept between our crew members and the public, both for your protection and theirs.

**Drop Box Location  
On Outside of Building**



Payments made into this box are held securely inside a safe.

The office is also protected by a security alarm system.

This Box is sanitized multiple times daily using a disinfectant.



Take an envelope and enclose payment and remittance stub, or use your own envelope.

If not enclosing a payment stub, write account number and amount to be paid per service, externally on the envelope. Or any other identifier to assure proper payment.



Drop Envelope into Hopper. Payments are held within a secure safe inside of building.