

## COVID-19: A MESSAGE TO OUR CUSTOMERS


Amid ongoing concerns about the Coronavirus (COVID-19), Galveston County W.C.I.D. No. 1's top priority is the health, safety, and well-being of our customers, employees and community. We understand the concern and uncertainty that you may be experiencing around the evolving situation, and we are committed to being responsive and flexible to our customers' needs.

I want to personally reach out and share a few ways that we are here to serve you during this time:

- For the fastest level of service, we strongly encourage you to access your account online through our website at [wcid1.com](http://wcid1.com) to make online bill payments, set up or change automatic bank draft payments, change basic account information including e-bill, change your account password, correspond with the Utility Billing office, set up or change automatic credit card payments, make a one-time payment, view your billing and payment history, view your last bill, and you're your service balances, and more. It's typically easier and faster to manage your account online, given that call waiting times may be longer than usual. If you have not created your online account, you can create it through our website at [wcid1.com](http://wcid1.com).
- You can also pay your water bill through our drop boxes, which are located at our Administration Office at 2750 FM 517 East in Dickinson. They are located on the side of our Administration Office building. One is attached to our building, and the other is a free-standing unit.
- You can also contact us at (281) 337-1576, and we can process your debit or credit card payments over the telephone.
- If you do plan on contacting us over the telephone or visiting our local offices in person, please know that our friendly staff members are standing by, as always to assist you. We have taken extra precautionary measures in response to this developing public health impact, including increased cleaning and sanitizing procedures for our local offices.

Thank you for your cooperation.

Sincerely,



Russell D. Grubbs, General Manager