

Dear West Side Water (WSW) Customers,

To protect the health of our customers and staff, the Lansing Township Hall will be closed to the public to help prevent the possible spread of COVID-19. Our offices will continue to be staffed and available to answer any questions, concerns or emergencies. You can contact us by phone at (517) 485-5470 or by email at [questions@westsidewater.com](mailto:questions@westsidewater.com).

Payments can may be made online at [westsidewater.com](http://westsidewater.com) over the phone by calling (888) 891-6064 or at our drop box located at the main doors of the Lansing Township building. Envelopes will be provided for your payments. Please put the name of account holder, service address and account number on the envelope to ensure payment can be applied to the proper account. If you require a receipt, state that on the envelope and one will be mailed to you. Our secure drop box is monitored by live video and will be emptied on a regular basis.

WSW is currently suspending all in-home work orders until further notice except for requests deemed an emergency by WSW staff. Water service disconnections for delinquent accounts will be processed as normal, all fees will apply, and your residence will be carded for delinquency, however water service will not be discontinued. Please contact our offices at (517) 485-5470 to establish a payment plan to avoid the delinquency fees being applied to your account.

If you encounter an after-hours emergency, please call (517)485-5470, press option 2 and you will be transferred to one of our on-call water operators to assist you.

We apologize for any inconvenience this may cause.

Randy Seida, Manager

West Side Water System

## Regarding West Side Water System Payments

Please place your payment in the envelope provided with the payment stub, if the payment stub is not available please include on the envelope:

1. The Name on the account.
2. The service address.
3. The account number.

Including all 3 of will help us to ensure your payment will be applied to the proper account. If you require a receipt, please state that on the envelope and one will be mailed to you.

If you must leave a Cash payment it will be applied in-full to your account. Our secure drop box is monitored by live video and will be emptied on a regular basis.

If you have questions between 8:00 a.m. to 5:00 p.m. please call (517) 485-5470.

You can also make payments online at [westsidewater.com](http://westsidewater.com) over the phone by calling (888) 891-6064 or at our drop box located at the main doors of the Lansing Township building.