



DEER CREEK WATER CORP.
4621 NW 206th St.
Edmond, OK 73012
405/348-0285

March 18, 2020

Dear water customers:

We pray this message finds you healthy and safe. Deer Creek Water Corp. is closely monitoring the ever-changing situation and impact of the novel Coronavirus (COVID-19) outbreak. The well-being of our customers and employees while providing a safe water supply remains our highest priority. As such, the Deer Creek Water Corp. team is taking precautions to ensure our staff stays healthy and have implemented best practices according to the CDC and other agencies including:

- **We have made the decision to temporarily close our office to visitors or customers.** While we can handle most of your needs electronically, we will be available **by appointment only** to handle transfers or purchase of new memberships by calling **405/348-0285**.
- We encourage customers to please avoid unnecessary personal interaction by using one of the following payment options:
 1. Sign up for online bill pay and account access through our website: **Deercreekwatercorp.com**
 2. Make payments 24-hours by phone at **1-877-885-7968**
 3. Send checks by mail.
 4. Drop off payments in our night drops located by either entry door.
 5. Please send a money order instead of bringing cash to the office.
- Please visit our website **DeerCreekWaterCorp.com** and sign up for customer alerts. We will continue to send out text and email alerts any time we have a temporary water outage due to line breaks.
- Sign up through the payment portal on our website to have 24-hour access to your water account, including account history and amount due.
- For true emergencies such as water leaks or loss of service, please call 405/620-2091. All other calls should be directed to our office phone 405/348-0285.
- If you have been financially affected during this time, please call our office at 405/348-0285 to discuss payment arrangement options. We will do our best to work with our customers to avoid interruption of service.

Our team will continue to work around the clock to provide safe and dependable water service. We truly appreciate your understanding for the temporary changes to our office policies and plan to do our best to protect our families, friends, neighbors and co-workers by staying informed and making smart decisions.

Sincerely,

Debbie Wells-Bethel, Manager

Firefr141@aol.com

Cell: 405/620-2091