

CHANGE OF HOURS NOTICE TO CUSTOMERS OF JONESTOWN WATER SUPPLY CORPORATION

November 12th, 2019, the Board of Directors of the Jonestown Water Supply Corporation (JWSC) voted to transition to a 4-day work week. This transition is scheduled to begin **February 1st, 2020**. At that time, JWSC's office hours will change to:

Monday - Thursday 7:00am - 6:00pm (Closed 12-1 for lunch)

Organizations that have made similar work week changes have realized meaningful improvements in both company efficiency (Reduced energy usage, etc.) and effectiveness (Reduced sick days, etc.)

What does this mean for you?

- JWSC offices will no longer be open for business on Fridays, however, we will now have extended hours Monday through Thursday to give customers more flexibility to conduct business in-office as well as by phone.
- If water bill due dates (the 15th) fall on a weekend, the actual payment date will be the next working day.
Example: If the 15th falls on a Friday, then the due date for paying on time without penalty, would be Monday the 18th.
- For customers whose water service has been interrupted (for whatever reason), it allows an additional 1 ½ hours in the afternoon to have service reinstated. It will also help members avoid after-hours reconnects. Where previously, JWSC Tariff prohibited disconnection for non-payment on Friday, it will now be Thursday (JWSC Tariff, Sect. E(14)(a)).
- JWSC holidays will not change as a result of the new hours.
- JWSC will still have employees on call after hours and on weekends (which will now include Fridays) for EMERGENCIES, and we will continue to have our plants manned on the weekends.

If you have any questions about the upcoming change in business hours, please call the Jonestown Water Supply Corporation at (512) 267-7144, or email us at jonestown.wsc@att.net.

THANK YOU FOR YOUR SUPPORT!