



In connection with the Order of the Health Officer of the County of Santa Cruz, to help reduce the potential for exposure to the COVID-19 (coronavirus) SLVWD will be closing the front office to public access, beginning Tuesday March 17, 2020 and until further notice.

The District remains accessible to the public only through telephone, email, and internet contact, or other electronic bill pay. The District remains available during regular business hours as an essential business function of the District. Customers can contact the District by telephone or email during regular business hours between 9:00 AM and 4:00 PM, closed during lunch 12-1PM.

Click here to see the full order:

<https://www.santacruzhealth.org/Portals/7/Pdfs/Coronavirus/Shelter%20in%20Place%20Order%20March%2016%202020.pdf>

Service continues to be available by telephone at 831-338-2153 during normal business hours.

NEW business hours are 9:00AM – 12:00PM, 1:00PM – 4:00PM. If you call outside those hours you can still make an automated payment by phone, leave a voicemail for Customer Service or be transferred to the on-call service for a water emergency.

Please read the below for alternative means for service:

TO PAY YOUR BILL:

Online or over the phone payments are the preferred method to limit potential exposure.

- **ONLINE** - Visit www.slvwd.com and click Login/Pay My Bill or go directly to <https://slvwd.merchanttransact.com/> to pay your bill or to register your account. Online Bill Pay is free and makes it easy for you to manage your SLVWD account(s) 24/7 from home or work. No more check writing, no more stamps!
- **PHONE** - You can pay a bill using a credit card or checking account via the telephone - 24 hours a day, 7 days a week. To make a payment, have your 9-digit account number ready, payment information and call 831-337-4128.
 - If you would like to pay while speaking to a live customer service representative, you can call during business hours 831-338-2153
- **AUTOPAY** – visit the website <https://www.slvwd.com/your-account/pages/payment-options> to find out how to sign up for autopay. Autopay will process your account balance on the bill due date.
- **DROP BOX** - The District also offers two drop box locations for checks (no cash):
 - One at our main office located at 13060 Hwy 9, Boulder Creek near the front door
 - One near our Felton treatment plant at 195 Kirby Street, Felton, CA. The Felton drop box payments are only picked up once in the early morning Monday – Friday.

13060 Highway 9 Boulder Creek, CA 95006

www.SLVWD.com

(831) 338-2153

Office hours 9:00 am to 12:00 pm and 1:00 pm to 4:00 pm Monday – Friday (closed at lunch)



START/STOP SERVICE

Visit the District's website to Start/Stop service. You can call 831-338-2153 during business hours if you need further assistance

REPORT NON-EMERGENCY PROBLEM

Visit the District's website to report a non-emergency problem.

WATER EMERGENCY

Call 831-338-2153. If it is during business hours our staff will be here to answer the phone. If it is outside regular hours press 3 and your call will transfer to our on-call service that can get ahold of District staff 24/7.

ALL OTHER CALLS

831-338-2153 Please contact the District during regular business hours.

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