



FOR IMMEDIATE RELEASE

March 17, 2020

Mission to close utility billing lobby

Mission, TX- In an abundance of caution and based on recommendations from public health officials to practice social distancing, our Utility Billing Customer Service lobby will be closed to the public starting Wednesday, March 18 at 8 a.m. until further notice.

This decision follows a great deal of deliberation, and was made to protect employees and customers by reducing the risk of contracting and/or transmitting COVID-19. Our first priority is keeping customers and employees safe and well-informed while minimizing any spread of the coronavirus.

During the lobby closure, we are suggesting customers use alternatives to conducting business face-to-face to pay their water bill:

- Drive-thru available.
- Drafting of checking account via bank draft each month.
- By Phone at 1-833-277-0389 (\$1.25 Fee)
- Payment Drop-off Box
- Utility Online at <http://www.municipalonlinepayments.com/missiontx> (\$1.25 fee)