

**Normal Business Hours** - The District office is open for business between the hours of 9am and 4pm Monday through Friday except for approved holidays and special events that will be posted on the front door of the office. Customer calls received outside normal business hours are answered by a designated On-Call Employee. This employee is available to respond to calls for service other than questions/comments concerning billing and business operations. They do not have access to the customer billing records and cannot provide any type of payment or consumption history information to the caller. They have been instructed to not take monthly meter readings and to direct all billing questions to the office staff who will be available by phone during regular business hours. Your cooperation with this procedure is appreciated.

**District Employees** - All District Field employees can be identified by the District issued uniform or clothing they wear and the use of a vehicle with a District logo. Please don't hesitate to contact the office for verification if needed.