

# OUR OFFICE IS NOW OPEN!

ALSO VISIT US ONLINE AT: [WWW.MURFREESBOROTN.GOV/MWRD](http://WWW.MURFREESBOROTN.GOV/MWRD)

To our valued customers,

We are pleased to announce the reopening of our doors! Our walk-in lobby has been arranged to ensure proper safety precautions for our incredible customers and staff. As we proceed in following guidelines for appropriate social distancing during these times, we encourage you to continue use of remote services provided online and by phone. We aim to make your customer experience an easy one, so here's what we're doing to help you pay bills and manage your water account while staying safe:

- Our walk-in lobby, drive-thru, and night deposit box are all now available.
- The drive-thru and walk-in lobby will be open for regular business hours, Monday thru Friday 8AM-4:30PM.
- Cut-off dates have been extended through the month of June and will resume after July 1.
- You can mail your payment to P.O. Box 897, Murfreesboro, TN, 37133-0897. You may also sign up online for automatic bank draft.
- Electronic forms are available on our website for all other customer services: leak adjustments, new service, swimming pool adjustments, change/terminate bank draft, transfer/terminate service, and more. Go here: [www.murfreesborotn.gov/1701/Electronic-Forms](http://www.murfreesborotn.gov/1701/Electronic-Forms)
- To pay a bill or access your account, visit us online at [www.murfreesborotn.gov/MWRD](http://www.murfreesborotn.gov/MWRD) or use our interactive phone system by calling (615-848-3209, Option 1.)
- The 2019 Annual Water Quality Report is now available! Request a copy of the report on your bill stub, by phone, by email, or view it online here: [www.murfreesborotn.gov/AWQR](http://www.murfreesborotn.gov/AWQR)

**Please note: You will need your account and customer numbers to access your account balance information. Also, there is a \$1.75 fee when paying with a debit card, credit card, or e-check.**

Feel free to contact our office (615-848-3209, Option 2) if you need assistance or have any additional questions regarding your account. If further assistance is needed, feel free to come by and visit us in person. We've missed having you around!

We hope that you and your family are safe during this time. Thank you for being a Murfreesboro Water Resources customer.

