

March 20, 2020

#### COVID-19 (Coronavirus) Update

At the Utilities Board of the City of Gulf Shores (GSUB), our top priority is safety for all, including our customers and employees. In light of the COVID-19 (coronavirus) pandemic, we are taking safety precautions to protect both customers and our employees.

GSUB employees are practicing active social distancing, as recommended by the Centers for Disease Control (CDC) and other public health organizations. Therefore, the lobby of our office is currently closed to our customers for walk in interactions until further notice. Although our lobby is closed, the drive-through at the office remains open for business operations and customer services. All customers may continue to reach us:

- Customer Service representatives are able to assist in account-related business over the phone by calling 251-968-6323, Monday – Friday, 8 a.m. to 4:30 p.m.
- Cash, Check or Money Order Payments may be made at the drive-through window at the GSUB main office and most customer business may be handled there also.
- Customers may also drop their payment in the drop box at the GSUB office or send in payment by mail at P.O. Box 1229 Gulf Shores, AL 36547.
- Online bill payment is available at: [www.gulfshoresutilities.com/online-bill-pay/](http://www.gulfshoresutilities.com/online-bill-pay/).
- Payments can be made by credit card, debit card or check by phone via IVR system by calling (833) 279-4423.
- Customer/Account number and PIN numbers for making payments by phone or online are located in the top right corner of bill or you can contact our office for more information (251) 968-6323.

While our business operations are limited, GSUB is dedicated to provide all water and wastewater services to our customers, and there is no reason to expect any disruption to those services at this time. We will continue to monitor the factual information provided by the CDC, the local and state health departments and make adjustments to GSUB operations as needed.

GSUB will continue to provide clean, safe water and maintain our critical infrastructure in this time of uncertainty. If you have any questions, please contact us at 251-968-6323 and please stay safe.