



NEWS RELEASE

FOR IMMEDIATE RELEASE

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Charleston Water System to Operate With Essential Staff Only

All customers have water/sewer, and all critical operations and services are expected to continue normally.

CHARLESTON, South Carolina – To ensure operational viability while facing challenges related to Coronavirus (COVID-19), Charleston Water System (CWS) will temporarily reduce its on-site employee staffing to a level necessary to support critical operations beginning Monday until the utility determines otherwise. All customers have water and/or sewer services, regardless of payment status, and they should not experience any service impact during this staffing adjustment.

“Taking care of our staff and serving our customers is always our top priority,” said Kin Hill, CEO at CWS. “The critical services we provide will be ready and available at all times to support public health and protect the environment.”

The utility’s customer service call center can be reached at (843) 727-6800 and branch offices will continue to operate with normal business hours, Monday through Friday, from 8 a.m. to 5 p.m. However, branch offices will only be accessible via drive-thru service for vehicles and pedestrians. Emergency services will continue 24/7.

Customers can also pay their bill anytime via night depository at branch offices, pay-by-phone at (843) 727-6800, or online via Epay at www.CharlestonWater.com. In addition, they can also sign up for auto draft to have their bill paid automatically via their bank account on a monthly basis on the utility’s website. Customers can seek financial assistance via the Palmetto Community Action Partnership at www.PalmettoCAP.org.

CWS has stopped all non-pay shut-offs, however customers are strongly urged to pay their bills on-time. Customer meters will continue to be read, bills will be issued, and all account fees and charges will apply as normal.

New customers can submit new service applications at (843) 958-3686, (843) 958-3687, or on the CWS website. New service connections will continue to be provided, however, installation may take longer than normal due to reduced staffing levels.

No CWS employees will lose their jobs or incur a reduction in pay related to this staffing change. All essential staff will continue to work, either remotely or in the field, and non-essential staff will remain available and ready to work as soon as this public health crisis allows.

CWS is a public water and wastewater utility serving greater Charleston.

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