



March 16, 2020

To: Corporation of Shepherdstown Water Customers  
From: Jim Auxer, Mayor  
Re: Disconnections/Late Fees/Alternate Methods of Payment

As a result of the COVID-19, for the next 30 days, the Corporation of Shepherdstown will temporarily suspend disconnections of water service for non-payment and waive late fees for all water customers. If necessary, please contact the Water Department Billing Office at 304-876-2574 to discuss payment options.

Alternate methods of payment:

The Corporation of Shepherdstown is encouraging customers to pay their water bill via one of the following methods:

1. Online at [www.shepherdstown.us](http://www.shepherdstown.us)
2. Over the phone by calling 304-876-2312
3. By check mailed to P.O. Box 248, Shepherdstown, WV, 25443
4. By placing in the drop box at Town Hall, 104 North King Street

**If you wish to meet with staff, please call ahead to make an appointment.**