

Effective 3/23/2020:

Due to the rapid spread of the COVID-19 virus, the Sharon Water Supply Corporation office will be closed to the public, except by appointment only. The Sharon WSC Board of Directors places the utmost importance on the safety of our members, employees, and neighbors. Because of this, office personnel have been instructed to take extra precautions during this time and keep in-person transactions to a minimum. Please note the following information:

Sharon WSC employees will be available to take payments, answer questions, and provide assistance as needed. Sharon WSC field employees will continue their work to ensure the delivery of safe drinking water to our community. We are encouraging our members to make payments through our website (www.sharon-water.com) or utilize our toll free IVR system (1-844-571-2891). For customers that are unable to utilize these options, we ask that you please make your payments via the drive-through window or the night drop box located in the front of the Sharon WSC office building. For customers paying by cash or check, whether through the mail or at our office, please note that Sharon WSC will delay processing your payment by 24 hours. In doing so, we will be unable to print a receipt for your bill at the time of payment. If you would like a receipt, please call our office and we will provide you with one on a later date. We are asking that all cash paying customers please provide exact payment amount. Due to the delay in processing payments, our staff will not be able to provide change from the transaction. All left over funds will be added as a credit to your account.

Anyone needing to make account changes, new service requests, etc. should please call our office. We have all Sharon WSC forms available on our website and can deliver them via email. These types of transactions will also be on a 24 hour delay for processing. Our office staff will provide members with copies of their paperwork via email or USPS.

Personal appointments can be made by calling the Sharon WSC office at 903-342-3525. We will be limiting the number of visitors inside our office as much as possible, but should a situation arise that an in-person visit is necessary, we will limit the number of visitors inside our office to one. Upon that visitor leaving, our staff will disinfect the waiting area before allowing entry of the next visitor.

We ask for your patience during this time, and apologize for any inconveniences this may cause.