

The delivery of reliable water service is our highest responsibility to you. Here at Bay Laurel Center CDD, we are committed in every way possible to find additional ways to help protect and serve our customers as we navigate this unprecedented time together. We understand the concern and uncertainty you may be experiencing surrounding the coronavirus (COVID-19) and are committed to being responsive to your needs as the situation evolves and strive to give you the best level of service possible.

As developments with COVID-19 continue to evolve, so does our approach for conducting business safely and in alignment with recent CDC recommendations. Below you will find some of the tactics that we have already implemented.

Customer Service

For the safety of our staff and our customers, effective March 18, 2020, our Customer Service office closed its lobby to walk in customers. Staff representatives are available to assist all customers via phone at (352) 414-5454, M-F, 8 a.m. to 4 p.m., or by email at bayinfo@blccdd.com.

While you can still call to speak to a customer service representative, you will be able to find nearly all the information you need by visiting our web portal directly (www.blccdd.com). Within our web portal, you will be able to navigate your account by viewing your monthly invoice, monitoring your annual usage and paying your bills.

As one can imagine, we are currently experiencing increased call volumes at this time, but please note that we will make every attempt to respond to all voicemails and emails by the end of the business day.

Customers experiencing an emergency outside of our normal business hours, please continue to utilize our phone number of (352-414-5454) and you will be automatically directed to our after-hours answering service that will be able to assist you with your needs.

Face-to-face interactions

CDC recommends that everyone still exercise the social distancing with every intention of protecting people against the spread of the virus. In an effort to help reduce the spread of COVID-19, we are taking extra precautions with in-person customer meetings and interactions. Our employees may ask you a series of questions if interacting face-to-face, wear special protective clothing and/or ask that you help them maintain a distance of at least 6 feet per the CDC. Remember that all our employees will always have proper identification.

Service Orders

All service order requests will be handled based on priority and available staffing. Please submit service order requests via phone (352-414-5454) or email (bayinfo@blccdd.com)

Payments

For customers who normally come in person to the office to make your payments, please utilize the following payment options:

- Payment drop box located at 8470 SW 79th Street Road, Suite 3, Ocala, FL 34481
- Credit Cards by phone – (352) 414-5454

If you would like to a receipt for your payment, please contact our office by phone with your request during normal business hours.

Transfers of Service

To make application for service or request a disconnection of service, please contact our office via phone (352-414-5454) or email (bayinfo@blccd.com) to obtain the necessary paperwork and we will be more than happy to assist you.

Financial Relief

Bay Laurel Center CDD recognizes the financial impact of COVID-19 on our customers and believes that no one should lose service during this critical time or experience any undue hardship.

Effective March 18, 2020 –

For at a minimum of the next 30 days, Bay Laurel Center CDD will be adhering to the following relief measures to assist our customers:

- Disconnections have been suspended for nonpayment for home and business accounts.
- Customers who were recently disconnected may contact us to arrange for service restoration.
- We will be waiving all fees for late payments and returned checks.
- Customers are able to call our office directly at (352) 414-5454 between the hours of 8:00 am – 4:00 pm (Monday – Friday) and pay any monies owed up to a maximum of \$750.00 without any convenience fees associated to utilizing a credit card. (**We encourage customers to call our office during normal business hours to make credit cards payments due to the fact that customers who pay on our Web Portal will still be subject to convenience fees associated to these charges.*)
- Please contact our customer service by phone or email if you need to discuss or request payment arrangements.

We still encourage you to stay as current as you can with your payments. This helps you avoid building up a large balance for later and it helps support those in your community who need financial assistance the most.

We hold the right on April 18, 2020 to evaluate the hardship pursuant to COVID-19 and determine if the above-mentioned financial relief measures bare the need to be extended.

Alternate Wiping Products – Do Not Flush

Just because the package states "flushable" does not mean that, it is true. Toilet paper is the only thing that is safe to flush. Even if a product says that is safe for sewer systems or flushable, **it should be considered trash**. These items can potentially cause havoc on not only your pipes but also our wastewater collection system and wastewater treatment facilities that can cause sewer overflows and backups that cause health hazards, damaged home interiors, and threaten the environment. A common cause of sewer overflows is pipes blocked by items flushed down the toilet.

Many items marketed as disposable and/or flushable do NOT degrade like toilet paper, and they wind up clogging pipes, pumps and causing messy sewer backups into streets, businesses and your home.

The drains that connect your home to the main sewer are only big enough to carry water, toilet paper and human waste.

For a full list of items **[click here](#)**

The President's Coronavirus Guidelines for America:

15 Days to Slow the Spread

- Listen and follow the direction of your State and Local Authorities.
- If you feel sick, stay home. Do not go to work. Contact your medical provider.
- If your children are sick, keep them at home. Do not send them to school. Contact your medical provider.
- If someone in your household has tested positive for the coronavirus, keep the entire household at home. Do not go to work. Do not go to school. Contact your medical provider.
- If you are an older person, stay home and away from other people.
- If you are a person with a serious underlying health condition that can put you at increased risk (for example, a condition that impairs your lung or heart function or weakens your immune system), stay home and away from other people.

Do your part to Slow the Spread of the Coronavirus

- Avoid Social Gatherings in groups of more than 10 people.
- Avoid eating or drinking at bars, restaurants, and food courts – Use Drive-Thru, Pickup or Delivery Options.

This information may change from day to day.

We will continue to monitor the situation and evaluate additional measures to support our customers and associates as the need arises. We hope you and your loved ones remain safe and healthy.

We recommend that everyone seeking the most accurate information about the COVID-19/Corona Virus to either refer to the below websites:

- www.FloridaHealth.gov
- www.CDC.gov

The Florida Coronavirus Hot Line: 866-779-6121.