



Public Notice

March 30, 2020

YCUA Facilities – Coronavirus Response

In an effort to reduce the spread of exposure to the COVID-19 virus and in alignment with the Governor's State of Emergency Declaration and the March 24, 2020 mandatory Stay Home, Stay Safe Executive Order, all Ypsilanti Community Utilities Authority (YCUA) facilities will remain closed to the public until further notice.

All critical and emergency services will continue to operate.

Water bills can be paid by using the following methods:

- Online using an electronic check or credit card by visiting: www.ycua.org and select Pay Your Bill and Online Billing Center from the dropdown menu.
- By calling 1-877-885-7968 to pay with a credit card or checking/savings account withdrawal. Make sure you have your utility bill to provide your customer number and ZIP code.
- We also offer a payment drop box at the entrance of our facility located at 2777 State Road, Ypsilanti, MI 48198.

Late fees will not be assessed for payments due through April 13, 2020.

In the face of this global coronavirus pandemic, we are on high alert to help those customers whose lives are being disrupted. As a result, we have suspended all shutoffs for non-payment for YCUA customers until further notice.

If you have any questions, we can be reached between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday at 734-484-4600. For emergency situations related to water and sewer service 24 hours per day, please call 734-544-7316.

The health and safety of our customers and employees is of the utmost importance to us. Please check www.ycua.org for up-to-date information on YCUA operations, as the situation is fluid and changes daily.
