



Public Notice

June 9, 2020

YCUA Facilities Re-Opening to the Public

As Governor Whitmer continues to lift the Stay Home, Stay Safe Order throughout various regions of the state, Ypsilanti Community Utilities Authority (YCUA) facilities will be re-opened to the public effective Monday, June 15, 2020. At that time, we will return to our regular business hours of 8 a.m. to 4 p.m., Monday through Friday.

Over the past three months, YCUA has established numerous plans, procedures, and processes to ensure the health and safety of our customers and employees and limit the possibility of spreading the COVID-19 virus. These measures have been effective and we will continue to keep them in place going forward as we re-open to the public.

In accordance with CDC guidelines, all visitors to YCUA facilities will be required to wear face masks and practice at least six feet of social distancing. Floor markers and signage will be in place to provide guidance. These requirements will continue in effect until further notice.

In the meantime and subsequently after our offices have re-opened, all critical and emergency services will continue to operate and water bills can also 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.

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 will continue to suspend 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 a.m. and 4 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.
