



UPDATES REGARDING LYNN WATER & SEWER COMMISSION OPERATIONS

LWSC MEASURES IN AN EFFORT TO CONTAIN THE SPREAD OF COVID-19

- **OFFICE CLOSURES:** The lobby and front offices will be closed to the general public until further notice. Office staff will be present to provide phone and online assistance to our customers.
- **WALK-INS:** Walk-ins will be suspended until further notice. Bills can continue to be paid through the online portal, as well as the locked drop-box located next to the front door. Only those who have scheduled an appointment with an individual staff member in advance will be seen.
- **PAPERWORK:** All paperwork, including liens, permits, and other applications, will be processed via mail, e-mail, and fax. Paperwork may also be dropped off to the locked drop-box located next to the front door.
- **INSPECTIONS:** We will be cancelling most inspections, unless in the case of an emergency. Determinations for emergency inspections will be made on a case-by-case basis.

We thank you for your patience as we all continue to handle this unprecedented public health emergency as a community. We will do our best to respond as quickly as possible through the alternative communication methods listed above and will return to regular business practices as soon as possible.