



Engineering Customer Service Counter

COVID-19 update: Loudoun Water is open during regular business hours. We are also adhering to the social distancing guidance provided by CDC for the safety of our employees and customers. To limit in-person interactions as much as possible, we are encouraging all customers to leverage Loudoun Water's online resources.

Effective **Tuesday, March 17, 2020** and until further notice, the Engineering Counter will be staffed during the following hours:

Mondays, Wednesdays, Fridays: 11AM - 4PM

Tuesdays, Thursdays: 8:30AM – 11AM

Basic drop-off services can be done during normal business hours through the front desk. However, if the drop off requires receipts or other specific questions, these will need to be done via the Engineering Counter during the above hours.

We encourage all engineering questions to be submitted online:

<https://www.loudounwater.org/content/engineering-inquiry-form>

or leave a voicemail at: **(571) 291-7928.**