

# UNION COUNTY

## DEPARTMENT OF PUBLIC WORKS

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## News Release

### More Information Available to Public Works' Customers

**August 31, 2015, Monroe, NC** – Union County Public Works' Customer Service has developed a more customer-friendly call routing structure for incoming calls that will be available at 5 p.m. today.

This automated phone system will give customers 24-hour access to important information such as known service outages, current water shortage stage and applicable restrictions, account balance, payment history and the ability to make a payment over the phone. The new system is also much quicker and easier for staff to update.

For more information, call 704-296-4210.

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