



City of Cheyenne  
Board of Public Utilities  
2416 Snyder Ave.  
Cheyenne, WY 82001  
307-637-6460  
[www.cheyennebopu.org](http://www.cheyennebopu.org)

# News Release

**Media Contact:** Dena Egenhoff  
(307) 637-6415  
[DEGENHOFF@cheyennebopu.org](mailto:DEGENHOFF@cheyennebopu.org)

---

**For Immediate Release**  
**Wednesday, April 1, 2020**

## Board of Public Utilities Continued Services

**Cheyenne, WY** – The City of Cheyenne Board of Public Utilities (Board) remains committed to providing essential services such as delivering safe drinking water, treatment of sewer waste, answering customer service inquiries and responding to water and sewer emergencies. The safety of Cheyenne’s resident’s and our employees is our top priority.

The Board is in constant communication with City and County Officials, State and Federal agencies and numerous health organizations to respond to changing conditions with COVID-19. In addition to the City-wide preparedness plan, the Board is providing the following:

### Continued Services

- **OPERATIONS:** The Board has plans in place to ensure operations and service deliveries continue as usual.
- **DRINKING WATER:** Safe, reliable drinking water is a top priority. The City’s drinking water is consistently monitored and continues to be safe for resident’s use.
- **CONSTRUCTION:** Construction projects are critical for providing essential water and sewer services and will move forward as scheduled. Construction crews are following CDC guidelines for safe social distancing and good hygiene.
- **SERVICE ISSUES:** Crews will continue to respond to water main breaks, sewer back-up and other service related issues. Response times may be delayed. For water and sewer related emergencies, please call 307-637-6471.

### Customer Services and Payment

- **FACILITIES CLOSED:** Out of concern for the public health and safety, the Board’s buildings at 2416 and 2406 Snyder Ave. are closed to the public until further notice.
  - Customer Service is available: call 307-637-6460 or email at [info@cheyennebopu.org](mailto:info@cheyennebopu.org)
- **PAYMENT OPTIONS:** [www.cheyennecity.org/1917/Payment-Methods](http://www.cheyennecity.org/1917/Payment-Methods).
  - A secure drop box is location at 2416 Snyder Ave. Account information is needed for processing. Envelopes are available at the drop box.
  - Sign-up for automatic bank drafts

- Pay by phone at 307-637-6460
  - Mail
  - Pay online
- 
- AFFORDABILITY RESOURCES: Forward Greater Cheyenne, the City of Cheyenne and Jonah Bank have partnered to provide critical support for our community. Learn more about the program at [www.forwardgreatercheyenne.org/greater-cheyenne-covid-19](http://www.forwardgreatercheyenne.org/greater-cheyenne-covid-19).

**Please Note:**

- ONLY FLUSH TOILET PAPER: Help stop sewer back-ups by flushing only the 3P's down the toilet- pee, poo, and toilet paper. There has been an increased amount of disinfecting wipes and other paper products like tissue, paper towels and napkins being flush into the City's sewer system. This leads to blocked sewer lines, property damage and extra expenses for repair work. Be mindful to put everything except toilet paper in the trash!

**Contact information:**

- Water and Sewer Customer Service: 307-637-6460
- Emergency Water and Sewer Service: 307-637-6471
- Trash Service: 307-637-6440
- To stay up-to-date with the Board's operations by following us @CityOfCheyenne on Facebook, Twitter and Instagram.

Be assured the Board is working day and night to provide the water and wastewater services you depend on.

###