



ANNOUNCEMENT

Prevention and Protection Measures of the Coronavirus Pandemic

The Water Board of Larnaka (LWB), with a view to protecting public health and preventing the spread of the coronavirus pandemic, informs the public of the following:

1. The LWB has implemented the Service Continuity Plan, with the aim of not affecting the uninterrupted water supply of its consumers.
2. From today, Monday 16/03/2020 and until the expiry of the emergency measures, the LWB will perform only strictly necessary tasks related to the smooth operation of the water distribution system.
3. The LWB cashier desks will remain closed and the public is invited to execute its payments using the available online payment services through the JCC website (<https://jccsmart.com>) or through the commercial banks' websites.
4. The LWB shall not proceed with any supply disconnections due to unpaid bills and shall not charge any penalty for late payments until the expiry of the emergency measures.
5. The LWB staff will be available at the Board's Offices to serve consumers by telephone for strictly necessary cases (e.g. Water Supply reconnections, issuing certificates to the Land and Surveys Department for transfer of real estate and Application for New water supply installations). **It goes without saying that people who have traveled abroad for the last 14 days are not allowed to enter the Board's offices.**
6. The public may receive information and contact the relevant departments of the Board where appropriate by calling the following telephone numbers:

General Contact Number

24 200 500

email: administration@lwb.org.cy.

Customer Service Telephones Numbers

For reconnections, Land Certificates and other general queries about your accounts.

24 200542 - 24200543 - 24 200544

Technical Services Telephone Numbers

For new installations

24 200 523 - 24 200 527

For reporting faults and leaks

24 200 550 - 24 200 551

Thank you for your understanding