



CITY OF SHREVEPORT  
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FOR IMMEDIATE RELEASE

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**Water and Sewerage Dispatch and Customer Service Lines Down**

The Water and Sewerage Department dispatch and customer services phone lines are experiencing an outage. It was caused by a fiber line that was accidentally cut by a tree trimmer. Our utility partner is working on the restoration and says the system should be back to normal operations by Monday afternoon.

If you have a water and sewerage emergency, please call (318) 525-5922. The backup system is only one line, so customers may experience a delay. If you need to make a payment, you can do that online at [www.shreveportla.gov](http://www.shreveportla.gov) or at a payment location.

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