



Municipal Information Services

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Update from Waco-McLennan County EOC As of March 23rd at 3pm

This is a coordinated collection of information the public needs to know from various City of Waco departments and other local providers during the COVID-19 Coronavirus response.

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*** Waco-McLennan County Library Curbside Book Pickup ***

To help provide things for citizens to do when confined, library card holders can order books from the online catalog and schedule them to be picked up at any of the four library locations.

When the books arrive at the requested location, a time will be set and library card holders can call the location when they arrive and a staff member will bring it out to the waiting car. Books can be returned at drop boxes at all four locations.

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*** Waco Water Office Closed ***

The City of Waco Water Offices at 425 Franklin Ave. are closed due to the COVID-19 Declaration issue 3/23/20. Customers can still make payments via the drive thru, drop box, online, the Call Center – 299-2489, and HEB stores. For new service, disconnections, problems and other information please phone the call center 299-2489 (including after hours.)

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*** Waco Water Distribution ***

Water Conservation Requested for Waco Water Customers in Hwy 84 Corridor and West of Hewitt Dr. Area Tomorrow

The City of Waco is requesting that all customers in the Highway 84 corridor and areas west of Hewitt Dr., conserve water as much as possible and stop all outdoor irrigation tomorrow (03/24), between 8:00 a.m. – 10:00 p.m.

City staff has discovered a leaking expansion joint inside the Ritchie Rd. Elevated Storage Facility. The leak is significant and requires immediate action to prevent a catastrophic failure and sudden loss of pressure.

Replacement of the expansion joint is scheduled for tomorrow, Tuesday, March 24th. To facilitate the repair, the tank will be removed from service at 8:00 a.m. The city anticipates returning the tank to service by 10:00 p.m. the same day.

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During the time the tank is offline, all customers in the area will be served from the Old McGregor Rd. Ground Storage Facility. Although this facility should adequately service all customers in the area, normal redundancy and storage capacity will be significantly reduced during these 14 hours.

All water customers should be mindful of usage and remember that irrigating outdoors during the daytime hours is generally an inefficient and wasteful use of water.

Conservation of water is always important. Using water wisely helps to ensure an adequate supply is available for everyone. For water conservation tips and ideas, visit www.wacowater.com

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*** Waco Municipal Court ***

Court fine payments can be made online or placed into the Court's Safe Drop Box. For documented timely appearances, to turn in any documents, or request options to dispose of your citation, this can be done through the Court's Safe Drop Box.

Please complete and seal the Court Safe Drop Box envelopes that are provided. Envelopes are provided in English and Spanish. The Court's Safe Drop Box is located to the right, inside the Community Service & Municipal Court Bldg. at 201 W. Waco, Waco, TX 76707 Court dockets/hearings that were previously set will be reset with a future date. Please be sure to notify the Court of any address change.

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These releases may not contain information for all McLennan County government or other operations. Part of the function of the EOC is to help assure that information presented to the public is accurate and correct. Media or anyone needing verification of information can call the EOC at 750-5911.

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