



Dear Clear River Electric & Water District Customer,

Welcome to the Clear River Electric & Water Department (CREW)!

As a reminder, here are a few important items to be aware of:

### **Customer Service Location Update**

- Beginning January 1, 2025, the Harrisville Fire District office will be focusing on fire tax matters only and will no longer handle water accounts. All water account services will now be managed from CREW headquarters:

#### **Clear River Electric & Water Department**

253 Pascoag Main Street, Pascoag, RI 02859

- For any questions about your water account, please give us a call at: 401-568-6222.

### **Office Hours**

To make it convenient for you, our office hours will be:

- Monday-Wednesday: 7:00 AM - 3:30 PM
- Thursday: 7:00 AM - 7:00 PM
- Friday: 7:00 AM - 11:30 AM

### **Payment Options**

CREW offers several convenient payment options:

- **In Person:** Stop by and see us at 253 Pascoag Main Street, Pascoag, RI 02859
- **By Mail:** Clear River Electric & Water Department, P.O. Box 107, Pascoag, RI 02859
- **Secure Pay by Phone:** Toll-Free, 855-940-3818
- **Online:** You will be able to create an online bill pay account with your new account number found on your January bill.

### **Water Rates**

A copy of the 2025 Water Rate Schedule can be found at <https://crewri.org/residential/tariffs>

### **Familiar Faces**

All of the dedicated Harrisville Water Department staff have moved to the CREW office. You'll still see the familiar faces you know, now at the Pascoag office.

### **Payment Instructions**

Please make checks payable to **Clear River Electric & Water Department**.

We're here to make this transition as smooth as possible and are grateful for your support. If you have any questions, please feel free to reach out. We look forward to continuing to serve you under the new Clear River Electric & Water Department!

Warm regards,  
William Guertin  
General Manager