



Florida Keys Aqueduct Authority

1100 Kennedy Drive
Key West, Florida 33040
Telephone (305) 296-2454
www.fkaa.com



J. Robert Dean
Chairman
District 3

Richard J. Toppino
Vice-Chairman
District 2

David C. Ritz
Secretary/Treasurer
District 5

Antoinette M. Appell
District 4

Cara Higgins
District 1

Thomas G. Walker
Executive Director

Press Release
For Immediate Release

Media Contact: Julie Cheon (305) 295-2150, (305) 814-7333. jcheon@fkaa.com

FKAA Closing Customer Service Offices to the Public

Florida Keys – March 12, 2020 – In response to the CDC's guidance to implement social distancing to slow the spread of Coronavirus Disease 2019 (COVID-19) and in an effort to protect employees and customers, the Florida Keys Aqueduct Authority (Authority) will be suspending in-person services at its three customer service offices effective Monday, March 23, 2020. The Authority is also suspending in-person services with customers in the field. The drive-through window at our Tavernier Customer Service Office will remain open.

The Authority is encouraging customers to use the variety of online service options available to manage their account at www.fkaa.com. This includes making payments, monitoring consumption, applying for meter installations, and a variety of other programs. A complete list is attached and may also be found at this link.

<https://fkaa.blob.core.windows.net/linkdocs/Remote%20Service%20Available.pdf>

Drop boxes are also conveniently located at our three customer service offices and on Ships way in Big Pine Key.

Customers may also email customer service representatives at info@fkaa.com or call (305) 296-2454 with any questions, Monday through Friday from 8:00 AM to 5:00 PM.

For after-hours water and wastewater emergencies please call (305) 296-2454.

To stay up to date with important notifications the Authority recommends that customers sign up for our Priority Call system and follow us on Facebook or check for updates at www.fkaa.com.

The Authority wants to assure customers that we have implemented company-wide procedures to ensure that we are here to meet all of your water and wastewater needs.