



## **ARE YOU A CRITICAL WATER USER?**

At the City Of Napoleon, we care about your health and understand that people with serious medical conditions need water at all times. That is why we make every effort to contact customers with documented serious medical issues during planned and unexpected water interruptions.

If you or someone in your household has a serious medical condition and it is critical that you have water at all times, please call us at (419)592-4010 so that we can add you to our "critical water user" list. We will require written documentation from a medical provider in order to place you on the list. Please know that inclusion on this list is not a guarantee of notification – as emergencies may occur without warning. However, it is our policy to notify critical water users personally, and as quickly as possible as conditions allow, in the event of water service interruption.

If you are already on the list, please call or email us to verify that the information we have on file is accurate and up-to-date. We are available to take your calls on weekdays between 8 a.m. and 4 p.m., and our email address is [info@napoleonohio.com](mailto:info@napoleonohio.com). We can answer your questions and record information specific to your medical needs.

As a critical water user, it is imperative that you are prepared for an unplanned water outage. Please ensure that you keep a supply of water on hand to meet your needs in the event that water supplied by the City of Napoleon is temporarily unavailable.