



## **PUBLIC SERVICE ANNOUNCEMENT**

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Date: January 16, 2026  
To: Media Outlets  
From: Sandy G. Smith, Assistant Finance Director  
Re: Water Office Closed

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The City of Big Spring Water Office is temporarily closed due to computer system issues. At this time, there is no estimated reopening date. This outage is also affecting the online payment system, and online water utility payments are currently unavailable.

We appreciate the public's patience and understanding as staff work to resolve the issue. Updates will be shared as soon as services are restored.

If you have any questions, please contact the Finance Department at 432-264-2514.