



Phone: (520) 383-2236
Fax: (520) 383-2218

Tohono O'odham Utility Authority

Post Office Box 816
Sells, Arizona 85634

Effective June 15, 2020, all customers entering TOUA's office or other facilities will be required to wear a facemask. When customers are entering areas of TOUA's office, other than the Cashier, TOUA staff will be scanning each customer's temperature. If the customer has a fever, they will not be allowed enter the office.

The Cashier area continues to be open for walk in payments. We are practicing social distancing so only three customers are allowed in the Cashier area at any given time. Additional customers will be required to line up in the designated area outside the Cashier entrance.

The office is open to walk-in customers requiring assistance with:

- Service requests for Internet, Cellular, and Telephone
- Life Line and Gaming Subsidy enrolment
- Payment Arrangements

We are processing new service requests for Telephone and DSL installs. During the service request process, it will be explained that our technicians will be arriving in personal protective equipment (PPE), which includes facemask, gloves, and disposable coveralls. When the technicians arrive, the customer will be asked if anyone in the home is ill, if not then it will be explained that we are practicing social distancing and no person will be allowed within the area being serviced/worked. At the time the technicians are scheduled through the NOC (Network Operations Center) it will be explained that TOUA will only complete installations in the kitchen or living room and the area they would like the equipment placed will need to be cleared home furnishing and personal items. TOUA technicians WILL NOT move furniture or any other items.

We are scheduling plumbing services inside the customer's home again. The plumber will be following the same procedures safety precautions as the Telephone Technicians when entering and working in the customer's home.

Through the end of June, customers that would be subject to disconnection for nonpayment should call the office to avoid disconnection of service. Staff will work with customers to make future payment arrangement. After customers have made a future payment arrangement, the customer will receive a credit for any late fees assessed to their account.