



## **AN IMPORTANT MESSAGE TO OUR CUSTOMERS REGARDING COVID-19 and REQUESTED ACTION BY THOSE WE SERVE**

Due to the rapidly changing action plans by Federal, State and Local Governments to combat the spread of the coronavirus, including the Governor's declared State of Emergency, the Temescal Valley Water District (TVWD) is requesting your help in keeping our community and employees as safe as possible. This message will provide you with the most current information available regarding your water and sewer service at this time. We are committed to continuing to engage our customers as the conditions change.

### **Safe and reliable wholesale water supplies:**

The coronavirus (COVID-19) has **no impact** on the quality or supply of your tap water. As always, your tap water is available, plentiful and safe. TVWD purchases our potable water from Metropolitan Water District which uses advanced treatment processes to eliminate pathogens, which include viruses. This ensures safe drinking water for all our customers.

### **Interacting with the District and minimizing risks:**

With the health and safety of our staff and customers of the utmost importance, TVWD will limit potential transmission exposure by closing its lobby to walk-in business. Customers can use a variety of options to pay their bills and start up service:

- Online bill pay at [www.temescalvwd.com](http://www.temescalvwd.com).
- Drop box located outside the front gate at TVWD office. Cash payments are discouraged, and all overpayments will applied toward the following months bill.
- Pay over the phone with a Visa or MasterCard at (951) 277-1414.
- To start up service please visit our website for information and contact customer service.

Customer service staff are available during regular business hours to assist with bill payments and questions at (951) 277-1414.

Should COVID-19 impact your ability to pay your bill, please contact TVWD at (951) 277-1414 for assistance. We are here to help!

For more information, visit [www.temescalvwd.com](http://www.temescalvwd.com).