



AN IMPORTANT MESSAGE TO OUR CUSTOMERS REGARDING COVID-19

We have had multiple inquiries from people that are going to have trouble paying their bill due to furlough or job loss as a result of COVID-19. Please see below for a recap of the District's current policy on current and past due accounts.

- All customers are still responsible to pay their water at the time it is due.
- The District will not shut off your water due to non-payment.
- The District will waive late fees through June 1, 2020.
- This is a temporary measure for those customers that are experiencing financial hardship due to the current work environment because of the Governor's "Stay at Home" requirement.
- Should COVID-19 impact your ability to pay your bill, please contact TVWD at (951) 277-1414 for assistance. We are here to help!

Interacting with the District and minimizing risks:

- Online bill pay at www.temescalvwd.com.
- Drop box located outside the front gate at TVWD office. Cash payments are discouraged, and all overpayments will be 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.

For more information, visit www.temescalvwd.com.