As the coronavirus (COVID-19) situation evolves, we want you to know your water and wastewater services will continue. We are prepared and we urge you to be prepared as well.

Our industry has a strong track record of preparing for many kinds of emergencies, including a potential pandemic. We are monitoring this evolving situation and we urge you to do the same.

Our industry continuously prepares for the unexpected and we are committed to providing the superior clean, safe and reliable water and wastewater services you expect. We have implemented our comprehensive pandemic plan. You can be assured our highest priority is the health, safety and physical well-being of our team members and you.

Our industry’s proactive asset management programs, including infrastructure assessments and upgrades, have established automation and redundancy in our systems resulting in superior reliability in our services for you.

What we are doing:

• Our state-of-the-art water and wastewater processes include filtration and disinfection with chlorine which are highly effective at removing or killing pathogens including viruses such as COVID-19.
  
  Our water and wastewater facility processes are continuously monitored to ensure the water produced as well as the water returned to the environment is safe. To learn more about COVID-19 and drinking and wastewater, visit the EPA’s webpage at: [https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater](https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater).

• We are continuously and closely monitoring the impact of the COVID-19 pandemic.
  
  We have directed our team members to follow recommendations from the Centers for Disease Control and Prevention and the World Health Organization for protecting themselves and others from this virus.

• We have implemented our plan and have taken actions to protect our team members and you.
As with any emergency (such as hurricanes) we have implemented our pandemic plan and are following our well-established procedures for ensuring continuity of service. We have restricted access to our water and wastewater facilities to our essential team members as well as instituted the best practices that are proven to limit the spread of the virus.

- We are here for you.

As the COVID-19 situation is constantly evolving, we understand you may be adversely affected or have questions. We are here, federal, state and local governments have resources available to help you. A good place to learn more is the Center for Disease Control and Prevention at: https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html.

Again, we are committed to providing the superior clean, safe and reliable water and wastewater services you expect. Stay safe, informed, vigilant and be prepared. Follow the recommendations issues by the Centers for Disease Control and Prevention and the World Health Organization.

We are confident we will all prevail in this situation.