



**Oregon
Water Utilities**
A SouthWest Water Company

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RE: IMPORTANT INFORMATION REGARDING COVID-19 (CORONAVIRUS)

Oregon Water Utilities (OWU) is addressing the challenges presented by COVID-19 to ensure the health and safety of our customers, our personnel and their families, and our local communities. We continue to provide reliable high-quality water and wastewater services to our customers. **Rest assured the water produced, treated, and delivered by OWU is safe for use and consumption.**

We are carefully monitoring local, state, and national advisories regarding COVID-19. We are also taking precautionary steps to protect the health of our employees and customers.

- **Beginning Monday, March 16, our Customer Service office has been closed to the public.** Please know that our friendly and knowledgeable Customer Care Team are available to assist via phone at (877) 405-5430.
- Customers still have the following options available to pay their bill: <http://www.swwc.com/oregon/>
- We have shared with our employees the preventative measures provided by the US Centers for Disease Control and Prevention (CDC) on how they can minimize the risk of catching COVID-19.
- We have robust emergency operations and business continuity plans that include the possibility of a pandemic. We have already implemented, and will continue to implement, these plans during the COVID-19 situation as necessary, to meet our service obligations to our customers and communities.

We are offering support to current customers who are experiencing financial hardship as a result of COVID-19. We have advised them to contact us to learn more about the assistance programs that we have available.

We remain fully committed to our mission of providing customers with a reliable water supply that meets or exceeds all safe drinking water standards and water quality regulations.

Sincerely,
Oregon Water Utilities

Craig Gott
President

Things to Know

The OWU team of dedicated professionals is hard at work running the water and wastewater systems that serve your community. We appreciate your patience during these unprecedented times.

Is my drinking water safe?

Yes, your water is safe. OWU provides drinking water that meets or exceeds all federal and state drinking water standards.

According to the World Health Organization (WHO), the United States Environmental Protection Agency (U.S. EPA), the United States Centers for Disease Control (CDC), and the American Water Works Association (AWWA), groundwater sources would not be sources for COVID-19 and existing required testing throughout our distribution system confirms that our water is clean and safe for consumption.

Don't Flush Disinfecting Wipes

Many health advisories are recommending using disinfecting wipes to clean high traffic surfaces. **Please do not flush these wipes into the sewer system, and instead dispose of them in your trash can.** Most of you have septic tanks and grinder pumps that cannot break these wipes down (they are different from toilet paper), and flushing them poses a risk of clogging your pipes and damaging your pump. This recommendation also applies to baby wipes, and feminine hygiene products

Are you aware of any employees who have been exposed to COVID-19?

We are currently not aware of any suspected or confirmed cases of COVID-19 amongst our employees. If this were to change, we would work with state and local public health officials to address the issue and protect the health of employees and customers.

Should I be worried about a possible water outage?

Our operators are closely monitoring our systems and are performing essential tasks to ensure water is safe and flowing. Most causes of outages are unpredictable, but our teams are on alert to be able to handle any issues that may occur. If any outages occur, we will be sure to keep our customers notified and up-to-date.