

Your tap water is safe from coronavirus (COVID-19), according to the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC). The safeguards we have always taken to protect water quality are effective to keep it safe from viruses, including COVID-19.

While you may be stocking up on emergency supplies in case you need to stay home, please know that you do NOT need to worry about your tap water. For more information, visit [the Centers for Disease Control and Prevention website](#).

We are also taking steps to keep our customers and employees safe. In addition to encouraging frequent and thorough hand-washing, covering coughs and sneezes, and avoiding close contact with others, we are taking steps to prevent any disruption in our service.

To minimize personal contact, we have closed our Customer Center lobbies until further notice, but we are still here to serve you. If you need to make a payment, you may do so [online](#), or see other ways to pay your [bill](#). We are also available to assist you personally. If you need assistance during business hours, please contact us by phone, email, or through our [CONTACT US](#) page.

If you are having difficulty paying your water bill, please contact us. We offer payment arrangements and extensions to help. Additionally, we have temporarily suspended collections activities and shutoffs on residential service connections for non-payment; restored service to accounts previously disconnected for nonpayment; and frozen recertification requirements for our Low-Income Ratepayer Assistance program.

Having safe, reliable water service for drinking, hand washing, and surface cleaning is a critical tool in the battle against COVID-19, and we want to do everything we can to keep our customers and communities healthy and safe.