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For Immediate Release:

COVID-19 Update: Drinking Water Is Safe

Walnut Valley Water District Reassures Customers & Provides Financial Assistance Measures

Walnut, CA (March 31, 2020) – Walnut Valley Water District (WVWD) is taking all necessary measures to ensure the delivery of safe, clean, and reliable drinking water to over 100,000 customers. The District is mindful of the hardships this pandemic may have on customers and has temporarily suspended water shutoffs, waived late fees, and has made payment extension forms easily accessible on the District website.

By visiting www.wvwd.com, customers can access up-to-date information regarding the quality of their drinking water, pay their bill online, submit a payment extension form, and more. As a precautionary measure and in honor of social distancing, WVWD is currently closed to the public. Customers may reach a customer service representative and District employees during regular operating hours at (909) 595-7554 or by emailing cservice@wvwd.com.

WVWD would like to remind the public of the following

- Tap water is safe to drink for the entire family, there is no need to boil or filter tap water.
- Coronavirus (COVID-19) is transmitted person to person and has no impact on the quality or supply of your drinking water.
- The water supply is regularly tested and monitored to meet stringent state and federal regulations. Our advanced treatment process removes and kills viruses and bacteria.
- No harmful chemicals are added to the drinking water supply.
- Key facilities are staffed to keep the water system safe and operational. WVWD is able to operate the system remotely in the case of a natural disaster or unforeseen circumstance.
- WVWD has tested emergency response plans to ensure safe and reliable drinking water continuity under all circumstances.

"It's important for our customers to know that COVID-19 will not have an effect on the quality or delivery of their water supply," said General Manager, Erik Hitchman. "District employees do not come into contact with the water supply and we have implemented measures that allow employees to telework to further promote social distancing. While the District may be physically closed our social media channels and website are constantly being updated and District personnel are readily available over the phone."

For more information visit the District's website at www.wvwd.com, call (909) 595-7554, and follow us on Facebook, Twitter and Instagram @WVWDh20.

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