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For Immediate Release:

WALNUT VALLEY WATER DISTRICT OPEN FOR IN-PERSON CUSTOMER SERVICE APPOINTMENTS

Walnut, CA (March 1, 2021) – Walnut Valley Water District's customer service lobby is now open for in-person appointments for customers to review their monthly water usage, make a payment, request service, and more. Appointments are required and can be made by visiting www.wvwd.com/schedule. Health and safety protocols are in place to protect both customers and employees. The District's customer service lobby had previously been closed to the public since March 2020 due to the COVID-19 pandemic.

"Our customer service representatives look forward to meeting with our customers in-person after many months of virtual service," said General Manager, Erik Hitchman. "We have prioritized the health and safety of our employees and customers to ensure comfort and ease of access"

The District has adopted the following safety protocols for all in-person appointments in the customer service lobby:

- Appointments are required and must be scheduled in advance online at www.wvwd.com/schedule
- Customers are asked to arrive at their scheduled appointment time and wait outside until they are buzzed in.
- Facial masks covering both nose and mouth are required at all times.
- Customers may not enter the customer service lobby if they are experiencing any COVID-19 symptoms or if they have had contact with any individuals who tested positive for COVID-19
- Only one customer will be allowed in the customer service lobby at a time
- Customers are asked to maintain a minimum of six feet from any individuals waiting outside

Customers are encouraged to drop monthly bill payments in the drop box located at the front of the property or to make payments online at www.wvwd.com. For more information and to schedule an appointment, please visit Walnut Valley Water District's website at www.wvwd.com.

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About Walnut Valley Water District

Walnut Valley Water District was formed in 1952, and after more than six decades of service to the community, the District operates and maintains two large imported water pipelines, 497 miles of distribution mains, 17 pump plants, and 31 reservoirs with a storage capacity of 94.1 million gallons of water. The District also provides water service to more than 27,000 connections in an area encompassing 17,900 acres, serving a population of more than 100,000 residents and businesses in six local communities.