

COVID-19/CORONAVIRUS:

WHAT PWSD IS DOING TO KEEP OUR CUSTOMERS SAFE

April 27, 2020

PWSD continues to be committed to delivering safe and reliable water service. As a public water system, we meet stringent state and federal standards as set forth by the EPA and Colorado Department of Health and Environment, and continue to do so during this event. We want our customers to know our water supply is safe to drink, and we are continuing our mission to provide water services!

As an essential service provider, we continue to maintain high service levels at the same time that we are implementing directives to minimize person to person contact, keeping both our customers and our staff safe. Now as we begin to re-open our doors to our administrative offices, we continue to be committed to providing vital services while protecting visitors and employees. We encourage customers to continue to take advantage of our online bill payment services, as well as using our 24-hour drop box located outside our offices for dropping off payments and other communications. If you need to visit our offices during business hours of 7:30 a.m. to 4:30 p.m. Monday through Friday, we will be implementing several changes to keep guests and staff safe. These include:

- ☑ Social distancing is necessary. A limited number of guests will be accommodated at any given time. Lingering in the reception area is not allowed, and we ask guests to observe the signage for entering and exiting the facility.
- ☑ Customer service representatives will be wearing protective personal equipment according to CDC and District guidelines, and protective and directional barriers will be in place.
- ☑ Business meetings are by appointment only, with a limited number of attendees. If you have an on-site business meeting, you are encouraged to coordinate with your PWSD meeting organizer regarding entry and registration protocol.
- ☑ Individual customer consultations are encouraged to be by appointment, and when possible, should continue to take place remotely via phone, or other supporting technology. Should you need to drop in to discuss a billing issue, please note that limited service area space is available in order to maintain distancing requirements.
- ☑ Non-emergent in-home customer service interactions will continue to be suspended at this time. If there is an emergency situation, any worker that comes to a home or business will take appropriate precautions as recommended by the CDC. This includes asking if anyone is ill so that they can be kept separate while the employee is present; employees will not shake hands and will remain at a social distance of at least six feet, and will wear personal protective equipment including a mask, gloves and coveralls; employees may also use disinfecting wipes and hand sanitizer.
- ☑ Aggressive cleaning of PWSD facilities will continue, and will be enhanced in public areas.

The District is monitoring updates at the federal, state and local levels continuously. As the situation changes, PWSD will update its processes accordingly. Visit our website at www.pwsd.org for current practices, or give us a call at (303)841-4627.

We here at PWSD continue to appreciate your patience and thank you once again for your ongoing trust in providing safe and reliable water services.

Sincerely,



Ron R. Redd P.E.
District Manager