



Coronavirus (COVID-19) Update

To Our Valued Customers:

As national, state, and local governments are actively addressing the outbreak of Coronavirus (COVID-19) and as media coverage continues to provide situational updates, the Santa Ynez River Water Conservation District, Improvement District No.1 (District) wants to reassure our customers that we are actively monitoring the evolving situation and making ongoing preparations as with any emergency condition. Our top priority is helping ensure the safety of the communities we serve, the public at large, and all District staff in maintaining the delivery of reliable, high-quality water supplies. The following information is intended to address questions you may have about your water service and emergency planning measures being undertaken by the District.

- **Your Tap Water Remains Safe** – The District's water supplies remain safe and reliable for drinking, hand washing, and all other purposes. According to the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC), COVID-19 has not been detected in drinking water supplies, and based on current evidence the risk to water supplies is very low. Furthermore, all sources of the District's water supply are treated and disinfected to levels proven effective in eliminating viruses (such as COVID-19), bacteria, and other pathogens.
- **Water Quality Meets the Highest Standards** – The District delivers high-quality water that meets or exceeds all levels of stringent state and federal drinking water requirements. District staff conducts daily, weekly, and other routine water quality testing to ensure that your water supplies meet these rigorous standards seven days per week, 365 days per year. Much of the District's water quality information is detailed in our recent Annual Water Quality report, available at the following link: <https://www.syrwd.org/article/14560-2018-annual-water-quality-report>.
- **No Reductions in Water Supply** – While it is always advisable to stock bottled water at home in case of emergencies that may disrupt your water supply, the District currently does not expect any impacts to water service relating to COVID-19.
- **Extra District Precautions** – The District is taking extra steps to keep its employees, Board of Trustees, contractors, vendors, and members of the public safe and healthy so we can continue to serve our customers throughout this crisis. Guidance and information have been issued internally to all District employees regarding COVID-19 and practices to help safeguard personal health and the District's work environments. To assist in implementing standards issued by state

and local health officials regarding social distancing, we have closed our front office until further notice, although normal operations will continue as usual. Water bills may be paid using the Drop Box at the front door (3622 Sagunto Street), via the District's payment portal on our website at www.syrwd.org, or by telephone at (805) 688-6015. Questions regarding any business matters may be directed to District staff via telephone at the number above. You may also contact us via email at general@syrwd.org. Business-related travel by all District employees (not including personal commuting) has been limited to critical and essential functions. The March 17, 2020 regular meeting of the District's Board of Trustees has been cancelled and the status of future meetings will be updated on the District's website.

- **Additional information** – The District will continue to follow recommendations of the California Department of Public Health (CDPH), the Centers for Disease Control and Prevention (CDC), and the Santa Barbara County Department of Public Health, in addition to other applicable federal, state, and local guidelines and standards.

The District sincerely appreciates your cooperation and understanding during these extraordinary times. If we can be of any service to you, please contact our office at (805) 688-6015 or via email at general@syrwd.org. Following are several resources for more information regarding COVID-19:

Santa Barbara County Call Center: (833) 688-5551
Santa Barbara County Public Health Department: (805) 681-4373
Santa Barbara County Public Health Department COVID-19 Website:
www.publichealthsb.org

California Department of Public Health (CDPH) Website:
www.cdph.ca.gov

Centers for Disease Control and Prevention (CDC) Website:
www.cdc.gov

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