



Crystal Springs Water District

Domestic Water System

PO Box 186 / 3006 Chevron Drive Odell, Oregon 97044 Phone:(541)354-1818

March 10, 2020

Re: Coronavirus Disease 2019 (COVID-19)

Dear Crystal Springs Water District Customer,

The Centers for Disease Control and Prevention (CDC) in conjunction with the Oregon Health Authority (OHA) is responding to an outbreak of respiratory disease caused by a novel (new) coronavirus across Oregon. Crystal Springs Water District is monitoring the situation and is in contact with officials of the State Fire Coronavirus Response Team, CDC and OHA. At this time there have been no reported cases in Hood River County.

We understand this situation is concerning, so we encourage you to stay informed and educated about the facts.

We will be here to serve you. Crystal Springs Water District is monitoring the health of our staff and insuring they can and will stay home if sick. We practice these precautions throughout the year and will continue.

Your drinking water will remain safe. If at any time we cannot maintain safe drinking water standards we will enact our emergency procedures and get notifications out. There is no known case of Covid-19 being transmitted through drinking water. Conventional water treatment methods that use disinfection, such as those in our water systems, should remove or inactivate the virus that causes COVID-19. Crystal Springs Water District strives to maintain more than the .20 mg/l disinfection requirement for chlorine residual that kills most bacteria and viruses, while trying not to create taste and odor issues.

If your choice is to self-quarantine or have to, we can still assist you:

- Sign up for auto payment or online payment options and ACH drafts.
- Sign up for emergency text alerts (you can always choose to cancel this at any time). We do keep them to true emergencies.
- Sign up for ebills and email newsletters
- Call to assign a work order for any water related issue Crystal Springs can help you with.

Call for additional ways to pay your bill and additional questions.

If you are still going to maintain normal habits but concerned about COVID-19:

- Crystal Springs is encouraging sick to stay home.
- We will keep providing regular cleaning of our customer service area in our office.
- Educate you on payment options and informational material.

Ways you can help:

- If you can reduce or stop making cash payments during this outbreak. The more hand to hand contact, the more chances of getting sick.
- Please wash your hands.
- If you have a question please call us, we will help you with the vast options to get you information and pay your bill. Please for your sake and ours, please try to avoid going out if you are running a fever. We have vast options to help you.

Additional Resources:

- Oregon Health Authority
<https://www.oregon.gov/oha/PH/DISEASES/CONDITIONS/DISEASESAZ/Pages/emerging-respiratory-infections.aspx>
- Center for Disease Control
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

It is our pleasure to assist you and will continue to make sure our service is courteous and safe.

Office contact: **541-354-1818**

After Hours: **541-806-3818**

Emails:

Office – office@cswdhr.com

Superintendent – fred@cswdhr.com

Thanks for your support,

Frederick W. Schatz
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