



PLACER COUNTY WATER AGENCY
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NEWS RELEASE

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FOR IMMEDIATE RELEASE

PCWA CLOSES BUSINESS CENTER LOBBIES UNTIL FURTHER NOTICE; OPTIONS REMAIN AVAILABLE FOR CUSTOMERS NEEDING SERVICE

AUBURN, Calif. (March 16, 2020) — In an effort to reduce the transmission risk of COVID-19, Placer County Water Agency (PCWA) announced today that it is closing its business center lobbies until further notice. PCWA staff remains available to assist customers via telephone or electronic mail (e-mail).

- Contact Customer Services at (530) 823-4850 or customerservices@pcwa.net. Bill payments can be dropped off using the drop box located outside of the business center; paid electronically at www.pcwa.net; or calling Customer Services.
- For those doing business with PCWA's Engineering Division please call (530) 823-4886.
- For any questions related to Human Resources please call (530) 823-4958.

During this time, safety of staff and customers remains PCWA's highest priority. All water operations will continue to run as normal and there is no threat posed by COVID-19 to PCWA's water supply or delivery system. PCWA remains committed to delivering the highest level of customer service and will re-open the business center lobbies when the situation permits.

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About PCWA

PCWA is the primary water resource agency for Placer County, California, with a broad range of responsibilities including water resource planning and management, retail and wholesale supply of drinking water and irrigation water, and production of hydroelectric energy.