

YOUR WATER IS SAFE

What You Need to Know About Drinking Water and COVID-19



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Your Tap Water is Safe and Secure

There are many questions and concerns surrounding the coronavirus disease, also known as COVID-19. But one thing you and your loved ones should have confidence in is the safety and security of your tap water.

Drinking water is safe, and local water agencies across California are working around the clock to ensure water is reliably available to help stop the spread of disease. Water agencies have emergency preparedness plans to ensure continuous water service 24/7, and the experts working at your local water supplier are safely operating water treatment plants and other critical facilities.

Water treatment plants use processes designed to eliminate and kill viruses, bacteria and other pathogens. Standard water treatment processes are effective at eliminating the coronavirus.

For more information, see the U.S. Environmental Protection Agency's latest information about [Coronavirus and Drinking Water and Wastewater](#).

When there's a disaster like an earthquake or flood, it's a good idea to have some bottled water on hand. Fortunately, COVID-19 is not that type of emergency. **Your tap water is safe and secure.**

Wipes Clog Pipes

In California and across the nation, some consumers are buying large amounts of toilet paper, leaving some people without access to this important sanitation item. Some have been forced to purchase and use alternatives such as wipes, paper towels and other similar products. Flushing wipes and paper towels down toilets will clog sewers and cause backups and overflows at wastewater treatment facilities, creating another public health risk during the coronavirus pandemic. Even wipes labeled "flushable" will clog pipes and interfere with sewage collection and treatment. That's why it is important to throw away paper towels and wipes of all kinds — including disinfectant wipes used to clean surfaces in order help slow the spread of COVID-19 — in the trash, not the toilet. For more information, please read this [State Water Resources Control Board advisory](#).



Shutoffs Suspended During Emergency

To ensure water is available for drinking, cooking, hand washing and other important sanitation activities that are key to help preventing the transmission of COVID-19, many water agencies in California are suspending water service shutoffs for customers who are having trouble paying their bill during this time.

Please contact your local water supplier to learn about its customer service policies.

Water Agencies Will Continue to Serve Communities

In order to implement "social distancing" that can help prevent the spread of COVID-19, many water agencies are limiting or eliminating face-to-face contact with their customers and are instead encouraging the use of online billing and web-based communications.

During this time, your local water agency is available to answer your questions and is continuing to serve your community. Water agencies are holding public board meetings to discuss their actions related to COVID-19 as well as other issues important to the water system. Remote options are available for public participation.

If you have any questions or would like more information about your water supply, please visit your local water supplier's website or contact the customer service department.