

THE WATER LINE

Nob Hill Water Association

SPECIAL EDITION

March 2020

A Word on COVID-19 and Nob Hill Water Association's Response and Information

As you are aware, COVID-19 is having a major impact on all aspects of American life. This is true at the personal, school, business, and professional levels. On the public water supply side, the Center for Disease Control and Prevention states, **"The COVID-19 virus has not been detected in drinking water. Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19."**

Even though the water you receive is safe from COVID-19, you will notice that public access to the office is not permitted for the protection of both the public and employees. Nob Hill Water staff will continue at their jobs and you will see us out in the field maintaining the water system; maybe even on weekends. Social distancing is being practiced.

With physical access to the office restricted you may ask about how water payments should be made.

Payments may be made by:

- ACH - automatic payments from bank accounts
- Nobhillwater.org web page payments (make sure you are linking into Nobhillwater.org, not a third-party payee.)
- Phone in credit card payments
- Mailed payments
- Night Drop Box Drive-up payments

Employees will be taking precautions handling night drop and drive-up payments. We are sorry if this creates any inconvenience but it does provide a degree of protection for customers and employees.

Finally, a few words on protecting yourself and family members. Though you have probably heard this many times here are some basic measures to reduce the spread of COVID-19:

- Frequent handwashing for 20 seconds
- Regularly disinfect surfaces
- Social separation, maintaining at least six feet of separation from others
- Minimizing exposure to other people and crowds
- If you or a family member are potentially sick with COVID-19 stay home and contact your health care provider via the phone as to how to proceed.

The spread of COVID-19 will challenge the way we all live our lives for at least several months. If we each take reasonable precautions, we can slow the spread of the virus and give our health care system time and facilities to aid those in need. Throughout this pandemic, as always, we work to provide you with a safe reliable water supply.

Sincerely, the Board of Directors and Nob Hill Water Employees



How to Protect Yourself

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

Symptoms & Testing

<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/index.html>

What to Do If You Are Sick

<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>



In light of recent events, Nob Hill Water has taken measures to keep staff and customers safe. Our staff will now be operating at 50% capacity, seven days a week.

Annual Meeting Postponed Until Further Notice

