

# A Word on COVID-19

## Firgrove Mutual Water Company's Response and Information

March 18, 2020

As you are aware, COVID-19 is having a major impact on all aspects of our lives at the personal, school, business, and professional levels. On the public water supply side, we would like to clearly identify that there is no indication that COVID-19 can be transmitted via a public water system. In the unlikely event that the virus was present, it would be killed within a few minutes of contact with the chlorine used to treat and protect the water you receive.

Though the water you receive is safe from COVID-19, this pandemic has triggered Firgrove Mutual Water Company's emergency response plan. As we implement our plan, you will notice that public access to the office is not permitted, for the protection of both the public and employees.

With physical access to the office prohibited, you may ask how water payments should be made. In order of safety priority, payments may be made:

1. Electronically through your bank's bill pay service
2. Electronically through Firgrove's autopay direct deduction from your bank account
3. By mailed check or money order
4. In person at Firgrove's drive-through drop box

Employees are taking safety precautions handling drop box and mail-in 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 recently, here are some basic measures to reduce the spread of COVID-19:

- Frequent hand washing for 20 seconds
- Regularly disinfecting surfaces
- Social distancing, maintaining at least six feet of separation from others
- Minimizing exposure to other people and crowds

If you or a family member is potentially sick with COVID-19, stay home and contact your health care provider via 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 and facilities time to aid those in need. Throughout this pandemic, as always, we are working to provide you with a safe, reliable water supply.

Firgrove Board of Trustees and Staff