

COVID-19 and SLV Water - 03/24/2020

Press Release Press Banner

Customers of the San Lorenzo Valley Water District:

The San Lorenzo Valley Water District would like to assure customers that the District's tap water remains safe to drink during the COVID-19 pandemic.

The District routinely monitors for bacteria in the distribution system to ensure that water delivered to customers is free of disease-causing agents. Other parameters, including temperature, pH, turbidity, chlorine residual, electrical conductivity, lead and copper, corrosion indices and disinfection byproducts, are monitored to alert operators about changing water quality conditions and avert potential problems.

California's comprehensive safe drinking water standards require a multistep treatment process that includes filtration and disinfection for all surface water. This process is designed to remove and kill viruses, including coronaviruses such as COVID-19, as well as bacteria and other pathogens. COVID-19 is transmitted person to person, not through water, according to the Centers for Disease Control and Prevention.

The District also utilizes groundwater sources (wells) for approximately 50% of our water supply. These wells were designed according to state standards, which requires that these wells maintain protective physical measures, including soil barriers, to ensure that water sources are protected from pathogens, including viruses and bacteria. In addition, chlorine is injected at all groundwater sources to disinfect viruses and bacteria that might find their way into the water.

To ensure adequate staffing to provide this essential service the District has taken steps to protect staff's health and comply with social distancing requirements. Field staffing has been split into several teams to provide several layers of staffing in the event staff members become ill. A percentage of staff in each department are working from home to ensure critical functions of the District are maintained at all times. To help reduce the potential for exposure to the COVID-19 viruses the front office counter has been closed to the public. Payments can be made online www.slvwd.com, via phone, mail or at a District drop box. Payment drop boxes are being maintained for customer payments. Drop boxes are located at Kirby Water Treatment (195 Kirby St. Felton) & SLVWD Admin. (13060 Hwy 9 Boulder Creek).

As residents are sheltering at home, the District is sensitive to the possibility that customer's may experience difficulty paying bills. At this time the District has suspended all late fees and water turn offs for non-payment. The Board of Directors have directed staff to develop a policy dealing with bill payment with this sensitivity in mind. We ask that if you are not able to pay your bill to contact the District, as communication of this matter is important.

There are several ways to contact the District, through the website (www.slvwd.com) telephone (831-338-2153) and email (customerservice@slvwd.com). We are open during regular business hours (8am - 5pm, Monday - Friday). As always, emergencies can be reported 24 hours a day, seven days a week.