



COVID-19 and Your Drinking Water

We understand your concerns about COVID – 19. Your tap water is not something you need to worry about. It is safe to drink and use as always. Our treatment and disinfection process kill virus, including the coronavirus. The US has some of the highest standards of tap water in the world and we consistently meet those standards.

Our water providers continue to carry out their day-to-day responsibilities of providing safe and reliable water and sanitation services to communities. As stewards of public health and the environment, we are well versed on managing risks associated with protecting the water supply and planning for both routine and extreme incidents.

Frequently Asked Questions

What are water providers doing to keep their employees safe while keeping the water flowing?

A few things that our water providers are doing include:

- Identifying essential employees to maintain continuous operations and designating emergency backup for these employees in case they can't report to work.
- Staggering work schedules to maximize social distancing requirements.
- Working with our IT departments to allow staff who can to work from home.
- Encouraging personnel to stay home when they are sick.
- Providing back up or alternate shift rotation for personnel who need to stay home for themselves or their loved ones.
- Limiting all meetings, gatherings and travel.

Is my drinking water safe from Coronavirus?

Yes. All of our drinking water treatment plants meet the Environmental Protection Agency (EPA) and the Oregon Health Authority (OHA) requirements for the treatment of viruses such as COVID-19. Our drinking water is regularly tested throughout our drinking water systems to make sure the water remains safe. Water is key to reducing the spread of Coronavirus in our community. Remember: hand washing is an important part of the strategy to combat this pandemic. The EPA has a [Q&A on COVID-19 and drinking water](#). The [Center for Disease Control and Prevention \(CDC\) has information about water transmission and COVID-19](#). Have more questions about water quality? Contact your water provider.

Will my water service be disconnected during this emergency?

During this public health emergency we understand it is important that all of our customers have access to clean, safe water, in particular for hand washing. Our water providers are working hard to provide flexibility and assistance to their water customers to help them pay their water bills. Contact your local water provider to see how they can help you.

How can I pay my water bill?

Our water providers are asking you to assist them in taking proactive steps to help control the spread of the COVID-19 virus so that we can continue to deliver essential services to all our customers. For this reason, most offices are closed to the public for the time being. Customers may pay bills online, by mail, or by phone.

Do I need to buy bottled water or store drinking water?

No. So if you're among those clearing the store shelves of bottled water, you may want to save those dollars for something more urgent.

Water is the lifeblood of our communities and our economy, which is why we are hard at work so you can stay home and stay safe.