



Santa Nella County Water District

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COVID-19 UPDATE

The Santa Nella County Water District (District) is committed to providing safe and reliable drinking water, and safe collection and disposal of wastewater to all customers during the COVID-19 crisis. District staff continues to work full time to ensure exceptional water and sewer services.

District employees must not be compromised, and the District is taking steps to protect public health and slow the rate of transmission of COVID-19.

- ◆ **The District is open during normal business hours but is only accepting cash payments or customers that need to sign up for water and sewer services. We request that customers call ahead of time and make an appointment.**
- ◆ **Customers paying with a check are asked to drop the check into the drop box or mail the check to the office. Customers paying with a credit or debit card are being directed to the District website or card payments are being accepted over the phone.**
- ◆ **Due to the small office space, and the need to implement social distancing, only one customer is being allowed in the office at a time. District staff are wearing gloves when handling money and the office counter and counter equipment are sterilized after each customer.**
- ◆ **If you are sick, we ask that you stay home and make your payment on our website. Or have a family member or friend that is not sick use our drop box. Please do not drop cash. We recommend check or money orders only.**

Customers and the public should make every effort to not expose District employees to any type of illnesses so that District employees remain healthy and can continue to come to work and ensure that water and sewer services are provided to the community without interruption. These strategies are being put into place to protect employees and customers.

If you have any questions, please do not hesitate to contact us at (209) 826-0920 or visit sncwd.com for further information.

In This Newsletter

- COVID-19 Update
- Admin Office Update
- Payment Options
- District Website