

News Release



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NEWS RELEASE:

**Alameda County Water District Continues Services during Coronavirus COVID-19
Pandemic**

Water quality and supply are not affected; service will remain on for all customers during crisis

Fremont, Calif. – The Alameda County Water District’s delivery of essential water service to Fremont, Newark and Union City will continue during the Alameda County’s extended shelter in place order and California Governor Gavin Newsom’s Executive Order N-33-20.

The Governor’s Order directs all residents in the state to stay home with exception to those needed to maintain continuity of operations of essential critical infrastructure sectors. The critical operations provided by ACWD’s staff qualify as “Essential Critical Infrastructure Workers” as identified by the State Public Health Officer.

“This emergency is affecting our community in ways we have never imagined,” said ACWD Board President Judy Huang. “We want our customers to have one less worry and know that their water service will remain on and is safe to drink,” she added.

General operations provided by ACWD will continue with some administrative services reduced to follow health directives of social distancing.

ACWD’s water is safe to drink

The water from your tap is safe from coronavirus (COVID-19). It is treated and tested before making its way to your home or business and continues to meet or surpass all state and federal drinking water standards.

-more-

News Release

Water service not affected by COVID-19

Page 2

Continuous Water Service 24/7

To ensure that all customers are provided with continuous service, and to assist with those who may have financial hardships as a result of this crisis, ACWD has temporarily suspended:

- Water disconnections for non-payment
- Late payment fees

ACWD's customer assistance program, Help on Tap, offers income-qualified customers a \$25 bi-monthly bill credit.

Keeping our employees safe

Our employees are our best asset and their safety is critical. ACWD has implemented many measures to increase physical distancing. Customers are asked to maintain physical distance of at least 6-feet from any ACWD staff you see performing work in our community.

Service and accessibility

ACWD is committed to our customers and taking steps to ensure the continued delivery of safe drinking water while maintaining customer service and critical infrastructure for our community in compliance with current State and Local guidance and restrictions. While our Customer Lobby is closed to the public, the following services will continue over the phone or by scheduled appointments:

- Customer Service
- Development Services
 - Inspections of new or modified water services or extensions
 - Installation of new or modified water services or extensions
- Engineering Services
 - Construction of critical water infrastructure
- Distribution & Maintenance
 - Emergency repairs
- Groundwater
 - Groundwater inspections
- Water Conservation
 - Rebates

Emergency repairs will continue, as needed.

-more-

News Release

Water service not affected by COVID-19

Page 3

Emergency Planning

ACWD employees are disaster relief workers and plan and prepare for emergencies and the continuity of business operations during a crisis.

“We know our community relies on the delivery of safe water, now more than ever, knowing that handwashing is a critical step to help reduce the spread of COVID-19,” said Huang. “We’re here for our customers and our community. We will get through this together,” she said.

Contact ACWD

Phone

Main Customer Service

510.668.4200

Monday – Friday, 8 a.m. – 5 p.m.

24-Hour emergency hotline

510.668.6500

Website

General information - www.acwd.org

Help on Tap - www.acwd.org/HOT

Water Quality Report -
www.acwd.org/2018CCR

Updates regarding water service during
this crisis www.acwd.org/COVID19

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