



# Important COVID-19 (Coronavirus) Information

## Covid-19 (Coronavirus): What You Need to Know

Fontana Water Company is following the Covid-19 (Coronavirus) situation closely.

### Protecting Our Employees

To help slow the spread of the virus, and limit the risk of our own employees, those of our employees who are authorized, are now working from home.

However due to the importance of ensuring continuous delivery of safe and healthy water, our front-line employees will remain hard at work in the field.

Out of an abundance of caution, we are asking employees who have direct customer contact to take social distancing precautionary measures, such as avoiding handshakes and wearing disposable nitrile gloves when and where warranted.

In addition, please practice social distancing guidelines (6 feet away from each other) when you see Fontana Water Company employees in the field. As always, we are working diligently to keep water flowing reliably to your home and business in the interest of keeping everyone safe.

### Important Update: Customer Service

**We strongly encourage customers to use the phone or email for service questions, to sign up for service, or to deal with account issues.** Please see our phone and email contact information and bill payment options [here](#).

You may also leave a bill payment, 24/7, in our safe on-site drop box located outside of our Customer Service office and those payments will be picked up and credited to accounts throughout each work day.

For those customers who cannot use alternative measures, our Customer Service office will remain open to make payments and open or close customer accounts.

Please follow social distancing practices when visiting our Customer Service office.

*Due to this COVID-19 crisis, and until at least April 10<sup>th</sup>, Fontana Water Company will not be turning water off residential water service due to non-payment.*

*In addition, Fontana Water Company has temporarily suspended all water conservation and other-in-home appointments until further notice. Thank you for your understanding.*