

# CORONAVIRUS UPDATE

On February 11, the World Health Organization announced COVID-19 (Coronavirus) as the official name for the disease that is causing the 2019 novel coronavirus outbreak. On Wednesday, March 4, Governor Newsom declared a State of Emergency as part of the state's response to address the global outbreak. Rubidoux Community Services District (RCSD) staff is actively monitoring the evolving situation with a top priority of ensuring the safety of our employees and the public while maintaining delivery of the highest quality water.

## Information regarding water delivered to RCSD Customers

- The coronavirus (COVID-19) has **no impact** on the quality or supply of your tap water. As always, your tap water is available, plentiful and safe.
- While it's always advisable to stock bottled water at home in case of emergencies that could disrupt water supply, RCSD does not expect this health outbreak to disrupt service to our customers.
- RCSD is committed to providing its customers with safe and reliable water. Advanced treatment processes are used to eliminate pathogens, which includes viruses. This ensures safe drinking water for all our customers.
- RCSD delivers water that meets all stringent state and federal drinking water requirements.
- When RCSD customers turn on their tap, they can count on their water being tested, treated and monitored to protect health and safety. RCSD conducts weekly water quality tests, comprising nearly 600 water quality tests annually, to ensure your water meets rigorous drinking water standards.

## Information regarding customer service and business continuity

- RCSD relies on its employees to provide a reliable, safe, high-quality water supply to nearly 40,000 residents. As such, basic precautionary measures have been implemented internally to ensure the timely and effective operation, maintenance and repair of our water and sewer systems along with the supportive business systems.
- To prepare, RCSD is developing a Coronavirus Disease (COVID-19) Pandemic Response Plan (plan) that integrates into our "all-hazards" approach to emergency

management. An internal Business Continuity Team has been established to review and update the plan, prepare and implement action plans, and make sure RCSD is ready to respond effectively if necessary.

- The plan outlines actions that start with early communication and updates on the spread of illness and impacts to water supply operations.
- As RCSD continues to closely follow developments with the virus, staff remain committed to offering an exceptional user experience by pairing consistent delivery of safe, reliable drinking water with outstanding customer service.

### What we all can do

#### Preventative measures - Staff

- Staff is encouraged to stay home if sick or known to have been exposed to the coronavirus
- Staff showing symptoms (i.e. cough, shortness of breath) upon arrival to work will be separated and sent home
- Clean hands - wash for 20 seconds and use hand sanitizer routinely
- Perform routine environmental cleaning about office and workstations
- Reduce number of in-person meetings and conduct business through email, mail and phone where possible

#### Preventative measures - Customers

- Bill Pay - bill pay can be done online through RCSD's website or via phone. The District website address is [www.rcsd.org](http://www.rcsd.org) and our phone number is 951.684.7580
- Exercise preventative measures to minimize exposure and spread of illness

For more information about Coronavirus, visit [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus). For updates specific to Riverside County, visit Riverside County's Public Health website, <https://www.rivcoph.org/coronavirus>. To learn more about RCSD's water quality, visit <https://www.rcsd.org/water-quality-report-ccr>