

Update 3/24/2020

CRWSD RESPONSE TO COVID-19

Water is Safe

Cedar River Water & Sewer District's water supply from Seattle Public Utilities continues to be safe and reliable. Below is an excerpt from the Seattle Public Utilities' website:

Seattle's drinking water remains safe and protected against contaminants, including COVID-19 caused by the novel coronavirus. The City's water is chlorinated to remove microbial contaminants, such as bacteria and viruses. The water is also treated to remove and inactivate microbial contaminants such as chlorine-resistant Cryptosporidium.

Additional information can be found at www.seattle.gov/utilities/services/water/water-quality

Office Closed to Public

As of Thursday March 19, 2020 - The District office is temporarily closed to the public for general business in order to reduce the risk of exposure. Essential business functions may be conducted by appointment only provided attendees do not exhibit symptoms of the virus.

Do Not Flush Disinfection / Sanitizing Wipes

A strong reminder that flushing anything other than bodily waste and toilet paper down the toilet can clog the District's sewer pumping facilities. Please dispose of all used wipes in the garbage.

Temporary Customer Assistance with Past Due Accounts

District Management and staff are actively working with the Board of Commissioners to develop a plan for the financial hardships that many of our customers may face in the coming months. As of Wednesday March 18, 2020 the District is temporarily suspending the following until further notice:

- Water Service Disconnections
- Late Fees (10%)
- Notice of Disconnect Fee (\$7.50)
- Disconnection/Re-Connect Fee (\$25)

Note: All accounts will continue accruing a balance due outside of the fees being suspended above.

Electronic and Drop Box Payments

The District encourages payment to be made electronically in the following forms:

- Your financial institutions Bill Pay system
- District website <http://www.crwsc.com/customers/pay-your-bill/>
- District automated phone system by calling 844-244-2336.

Note: The \$2.95 processing fee for each transaction using the District's website or automated phone system will be temporarily paid by the District until further notice.

The District drop box located near the front entrance gate is also accessible for drop payments (check, money order, cashier's check) and will be checked three times a day Monday-Friday and once a day on weekends and holidays.

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