

# COVID-19 (Coronavirus) update for Rogina Water Company Inc. Customers:

We understand this is a stressful time for our community and for the households we serve. Please know that we are here for you and are committed to taking all steps necessary to maintain safe, reliable water service.

## Can I continue normal use of tap water?

Yes, you can continue normal use of tap water. Our water meets all current federal and state drinking water requirements.

- The U.S. Environmental Protection Agency (EPA) recommends that Americans continue to [use and drink tap water](#) as usual.
- COVID-19 has not been detected in drinking water supplies.
- According to the U.S. Centers for Disease Control and Prevention (CDC):  
“Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19.” The World Health Organization adds that the “presence of the COVID-19 virus has not been detected in drinking-water supplies and based on current evidence the risk to water supplies is low.”
- Handwashing using tap water is critical to preventing the spread of COVID-19. CDC and other health organizations recommend [frequent handwashing for at least 20](#) seconds each time. Up-to-date information from EPA on COVID-19 and water can be [found here](#).
- Remember that your toilet should not be used as a trash can. Do not treat other items like toilet paper. Please do not flush paper towels, “flushable” wipes, napkins, tampons, cotton balls, dental floss or other substances. Flushing nonbiodegradable items can result in backups and overflows.

## Is Rogina Water Company prepared to keep safe water flowing?

Yes, we are well-prepared to continue providing water service throughout this pandemic. We have staff and infrastructure in place to maintain water service around the clock to help keep families healthy, clean and hydrated. We have shared with our employees the preventative measures provided by the US Centers for Disease Control and Prevention (CDC) on how they can minimize the risk of catching COVID-19.

## Will my water be shut off during the COVID-19 situation?

No, given the importance of hygiene and sanitation to prevent the spread of COVID-19, we are postponing water shutoffs.

## **Do I still need to pay my water bill?**

Yes, customers will still be responsible for paying their water bills during the crisis, and once the current public health crisis has passed, normal procedures will be restored, including those for addressing nonpayment of accrued amounts owed for past services.

## **What if I can't pay my water bill because of financial hardships due to COVID-19?**

Please contact our office at 707-462-4056 Monday - Friday 8:30am to 12:30pm to discuss payment extension and payment plan options that may be available to keep the account in good standing.

## **How do I pay my water bill?**

Checks only - personal checks, checks initiated through your bank's online bill pay option, money orders, and cashier's checks are the only form of payment currently accepted at this time. We encourage you to sign up and use your bank's online bill pay option as this is a zero contact way to make your payment. Contact your bank for more information on bill pay options or how to use bill pay. Please mail payments to P.O. Box 310 Talmage, CA 95481 or place them in the door drop at our office located at 1850 Talmage Rd. Ukiah, CA 95482.

## **Will there still be late fees since I can only pay by check?**

Rogina Water Company has already waived bill payment late fees for bills due March 19, 2020 and will be waiving bill payment late fees for bills due April 20, 2020. Other future late fees may be waived depending on the public health crisis at that point in time.

## **Is the office open?**

To keep our employees and customers safe our office is temporarily closed to the public. For any account inquiries or service issues please call 707-462-4056 during office hours Monday - Friday 8:30am to 12:30pm. We have a 24/7 answering service that will forward any emergencies immediately and all other inquiries will be handled during regular office hours.