



# THE PIPELINE:

## CUSTOMER NEWSLETTER FOR THE BORREGO WATER DISTRICT

March 2020

### TO BWD Customers:

The outbreak of the Coronavirus (COVID-19) is evolving rapidly and BWD wants to let you know there is no health threat to the public water and sewer systems as a result of this situation. The health, safety and well-being of our employees and customers continues to be BWD's top priority.

The BWD Front Office will be closed to the public for at least the next three weeks. On or before April 13th, a decision will be made about future office hours. During this time frame, BWD will continue to provide the following services:

- 24 hour per day and 7 day per week water/sewer service: All essential functions including water and sewer system operations as well as customer service will continue. Please continue to call 760-767-5806 between 8 am and 3 pm for billing questions or anytime for emergency repairs.
- Payment Drop Box: Non cash payments will continue to be accepted at the Drop Box located next to the front door of the office located at 806 Palm Canyon Drive.
- Temporary Suspension of Shut Offs: For those customers experiencing financial hardship, water service will not be discontinued for delinquent accounts until at least June 1<sup>st</sup>.
- Waiver of Late Payment Penalties: For those customers experiencing financial hardship, all late payment penalties associated with delinquent accounts will be waived, until at least June 1<sup>st</sup>.
- On Line Board Meetings: Governor Newsom has relaxed various requirements of providing a physical space for Board Meetings. Therefore, BWD Board Meetings will be available online. Check the BWD website for specific information.
- BWD Employee Practices: Perform work from home when possible. For those employees who are in the office, clean workspace, common area surfaces and equipment regularly. Maintain 6 foot of separation. Follow all other Federal, State and Local recommended practices.

**BWD Calendar:**  
**March-April 2020\***

**March 17<sup>th</sup>**  
**Town Hall:**  
**Rescheduled for later in 2020**

**March 31<sup>st</sup>**  
**Water Master Board Meeting –**  
**5:30 PM Online**

**April 14<sup>th</sup> & 28<sup>th</sup>**  
**Board Meeting – 9 AM Online**

**\*Subject to Change**

