

****IMPORTANT INFORMATION ON COVID-19****

**LIVINGSTON COUNTY WATER & SEWER AUTHORITY
UPDATE (March 16, 2020)
RE: CONTINUITY OF WATER & SEWER OPERATIONS**

The purpose of this notice is to reassure our customers and the general public about our continued commitment to providing “*high quality, environmentally sound, efficient, reliable, and affordable water and sewer services to the people who live, work, and visit Livingston County*”.

Due to the ongoing COVID-19 pandemic, we will be making adjustments in our day-to-day operations (effective March 16, 2020 until further notice) to ensure the health and safety of our employees, our customers, and the general public, as noted below:

- **Customer Service Appointments (that involve entering a customer’s home, business, etc.) – All “non-emergency” appointments (e.g. water meter replacements) already scheduled for the remainder of March 2020 will be cancelled, and will be re-scheduled for a later date. LCWSA staff is in the process of contacting customers and informing them of this change.**
- **Customer Payments – Customers who are interested in making payments in person, shall place their payment (checks only) in the drop box located outside our facility at 1997 D’Angelo Drive, Lakeville NY 14480.**
- **Public Access to Facility – Visitors to our facility at 1997 D’Angelo Drive, Lakeville NY 14480 shall be by appointment only. Please contact our office at 585-346-3523 to schedule an appointment.**

Please note that at this time all of our other day-to-day operations remain unchanged. We continue to follow the guidance issued by local, state, and federal health agencies, which may require us to further adjust our day-to-day operations, as the COVID-19 situation continues to evolve.

We recognize that customers and the general public may have questions related to COVID-19 and the safety of the public water supply and wastewater collection and treatment processes. Please see attached information that has been issued by the US Environmental Protection Agency (EPA):

Coronavirus and Drinking Water and Wastewater

(<https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater#tapwater>)

Is drinking tap water safe?

EPA recommends that Americans continue to use and drink tap water as usual. The World Health Organization (WHO) has stated 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.” Additionally, according to the CDC, COVID-19 is mainly thought to spread between people who are in close contact with one another. Further, EPA’s drinking water regulations require treatment at public water systems to remove or kill pathogens, including viruses.

Do I need to boil my drinking water?

Boiling your water is not required as a precaution against COVID-19.

Is tap water safe to use for hand washing?

EPA recommends that Americans continue to use and drink tap water as usual. According to the CDC, washing your hands often with soap and water for at least 20 seconds helps prevent the spread of COVID-19.

What should I do If I’m concerned about my drinking water?

WHO has stated 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.”

Homeowners that receive their water from a public water utility may contact their provider to learn more about treatments being used. Treatments could include filtration and disinfectants such as chlorine that remove or kill pathogens before they reach the tap.

Do I need to buy bottled water or store drinking water?

EPA recommends that citizens continue to use and drink tap water as usual. At this time, there are no indications that COVID-19 is in the drinking water supply or will affect the reliable supply of water.

Can I get COVID-19 from wastewater or sewage?

WHO has indicated that “there is no evidence to date that COVID-19 virus has been transmitted via sewerage systems, with or without wastewater treatment.”