



Dear Customer:

The Service Authority is closely monitoring the Coronavirus Disease 2019 (COVID-19) situation and taking all necessary measures to ensure the continued delivery of clean drinking water and the treatment of wastewater for our customers in Washington County.

As a public utility, we know an emergency can happen at any time, and our emergency operations plans are in place to ensure our workforce is prepared to maintain your water and wastewater service while also protecting the safety of our customers and employees.

It is important that you know that your drinking water is safe from COVID-19 and service will continue uninterrupted. Please read the following updates regarding the quality of your water and service delivery.

Administrative Office Closing

Effective Thursday, March 19, 2020, until further notice, the service Authority's Administrative Office located at 25122 Regal Drive, Abingdon, VA will be closed to the public.

Contact Options

The Service Authority continues to serve our customers, both in the field and in our administrative facilities. However, given CDC guidance to engage in social distancing to reduce the spread of COVID-19, **we encourage customers to use our on-line resources (available 24 hours a day) or contact us via phone or email, rather than visiting our offices in person.** Communication options include:

- Visit our on-line account management resources at www.wcsa-water.com where customers can view the amount due and pay your bill on-line.
- Customers can retrieve their account balance and make payments 24 hours a day through our automated phone system.
- The Service Authority provides a “dropbox” in its drive-thru window for making payments.
- Call our Customer Service Department at (276) 628-7151, Monday through Friday, 8:00 a.m. to 4:30 p.m. or e-mail at inquiry@wcsa-water.com
- Email questions about COVID-19 as they relate to drinking water quality at inquiry@wcsa-water.com
- Call Emergency Dispatch at (276) 628-7151, option “3”, if you have a water or sewer service emergency after business hours.

Starting/Stopping Service

On March 19th, there will be a “dropbox” located between the first and second set of doors at the Service Authority's Administrative Offices located at 25122 Regal Drive, Abingdon, VA. This dropbox may be used by customers to apply for or transfer service between the hours of 8:00 a.m. and 4:30 p.m. Applications will be retrieved daily and processed the following business day. Alternatively, customers are always welcome to call at (276) 628-7151 or e-mail at inquiry@wcsa-water.com to apply or transfer service.

For transfers, the \$40 nonrefundable fee, if paid by check or cash, may be included in the lockbox. If the fee is to be paid by credit card, a Customer Service Specialist can be reached using the phone placed on the counter by dialing “212”.

New water and sewer connection fees can be paid by check or cash and may be included in the lockbox. To obtain the amount owed, please contact a Customer Service Specialist using the phone placed on the counter by dialing “212”.

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Ensuring Water Quality

Transmission of the virus is not a risk in treated drinking water. Disinfectants used to treat drinking water, like chlorine, are effective in inactivating COVID-19. According to the Centers for Disease Control (CDC), the virus has not been detected in drinking water. Our water meets or exceeds all current federal and state drinking water requirements. Throughout each day, trained and licensed Service Authority Operators, test and monitor our drinking water for the citizens of Washington County and the wastewater that is cleaned and returned to our waterways.

Uninterrupted Service



Should the Service Authority be required to be staffed by essential personnel only, all necessary operations will continue uninterrupted. To assist customers during this time, the Service Authority has suspended service disconnects for nonpayment until further notice. The Service Authority leadership is coordinating closely with Washington County, State, and Federal authorities as needed.

Meetings

Following guidance from state and local officials, the Service Authority is taking the precaution of canceling or postponing some in-person meetings. At this time, the Service Authority plans to conduct its Regular March Meeting at 6:00 p.m., Monday, March 23, 2020.

Further Updates

Our website www.wcsa-water.com will be updated as things develop or change.