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MEMBER AGENCY OF THE
METROPOLITAN WATER
DISTRICT
OF SOUTHERN CALIFORNIA

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Las Virgenes Municipal Water District Statement on COVID-19 Tap Water is Still Safe to Drink

In light of recent developments with the COVID-19 pandemic, Las Virgenes Municipal Water District (LVMWD) continues to prioritize the health and safety of its customers and employees, while assuring the consistent delivery of safe drinking water.

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For Immediate Release

March 16, 2020

Calabasas, CA – In response to the latest developments with the COVID-19 pandemic, LVMWD reiterates that customers' tap water is still safe to drink. Additionally, the district is taking preemptive action to ensure the continued delivery of safe, high quality drinking water.

LVMWD customers can skip the lines – and the panic – and rest assured that their water remains safe to drink. Our water goes through a treatment process that includes ozonation, filtration and chlorination, which eliminates all harmful bacteria and viruses such as the COVID-19 virus. Beyond the supply of water recommended by the [CDC](https://www.cdc.gov) for emergency preparedness kits (1 gallon per person per day for 3 days), customers do not need to stockpile bottled water.

Additionally, the District is part of a mutual aid agreement that provides back-up resources to ensure continuity of service in the event of an emergency like this one.

“The health and safety of our customers and employees is, and has always been, our top priority,” LVMWD General Manager Dave Pedersen said. “The district is monitoring this unprecedented situation closely and taking the steps necessary to ensure the continued delivery of safe water.”

Out of an abundance of caution, and adhering to public health recommendations, LVMWD is taking the following actions to reinforce the health and safety of its customers and employees:

- **Effective at 5 p.m. on March 16, District offices will be closed to the public until further notice.** Physical bill payments may still be submitted into the night drop box to the left of the front lobby entrance. Customers are encouraged to utilize online bill pay at this time, or pay by phone at (844) 395-2240.
- **LVMWD customers will not have their water shut-off.** The district recognizes the financial impact the coronavirus may have on families, and will not move forward with disconnections during this pandemic. Water is essential to public health, and the district will ensure its availability during this time.

- **The district may implement a telecommuting policy for applicable staff.** To further encourage social distancing, the district is considering limiting its staff to those who must absolutely be at district facilities to perform their job functions.

It is essential that district operations carry on, uninterrupted. While LVMWD staff is committed to ensuring service during this critical time, our customers are strongly encouraged to continue the on-time payment of their bills to support that service.

“Our community is no stranger to adversity,” LVMWD Board President Jay Lewitt commented. “We have shown time and time again the ability to come together as one and triumph over any obstacle. Now more than ever, we must put on a united front against this invisible threat and take all precautions necessary to flatten the curve.”

While district offices remain closed until further notice, customers can rest assured that their taps will continue to flow.

Las Virgenes Municipal Water District provides potable water, wastewater treatment, recycled water and biosolids composting to more than 70,000 residents in the cities of Agoura Hills, Calabasas, Hidden Hills, Westlake Village and unincorporated areas of western Los Angeles County.

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