

We're In This Together by Santa Margarita Water District

It is hard not to worry as we follow the news of the COVID-19 outbreak. But one thing you do not have to worry about is the water quality, supply and service from Santa Margarita Water District.

First and foremost, please be assured -- the coronavirus, COVID-19, does not affect the quality or supply of your tap water. You may see a lot of people stocking up on bottled water in stores or in the media, but stockpiling bottled water is *not* necessary. Your tap water is clean and safe to drink. The presence of COVID-19 has *not* been found in drinking water supplies and we do not expect this health outbreak to disrupt service.

With more of us at home, it is more important than ever to remember that "disposable" wipes clog pipes. If you have switched from toilet paper to wipes, please throw them in the trash can; do not flush them away. It does not matter if they are marked "flushable" or "disposable". Wipes do *not* dissolve in water as toilet paper does. Flushing them causes major problems for your plumbing and our community's sewer system.



Like most of you, SMWD staff is practicing social distancing while working to ensure that safe and reliable water supplies continue to flow to your tap. This has meant we've had to cancel events and temporarily close our offices to the public. Nevertheless, we stand ready to serve you by email, phone, and Internet.

Our customer care team is here to serve you. We have a host of information on our website at www.smwd.com. Other ways to reach us during our business hours Monday through Friday, 8 a.m. to 5 p.m.:

- Email: CustomerCare@smwd.com
- Phone: (949) 459-6548
- Online chat: www.smwd.com

For after-hours emergencies, please call (949) 361-6294.

You can also set up autopay for your water bill by visiting www.smwd.com and selecting *Register Now*.

This public health outbreak is a stressful time for all of us but know that we are in this together as a community. We will get through this time of change and concern and you can be sure that essential water and wastewater services will remain reliable.