



COVID-19

USCDWUA wants to assure everyone that we are prepared to continue providing safe, potable water to our customers. We are following Federal, State, and County regulations regarding COVID-19. Our office is fully prepared to operate outside of the office if need be. Calls, payments, and questions will still be taken care of via phone. We are taking the following safety precautions for the safety of our community and to keep our operators healthy so they can continue to provide for our customers.

- Our offices will be closed to the public. We will answer phones but walk in customers will not be permitted. As a reminder, payments can be mailed, placed in the drop box, made through your online banking, and by using UBMMax billing for a convenience fee.
- Service work will be limited, no new meters, taps, or line replacements will be installed; however, we will still be taking care of emergency/leak calls with precaution and limited contact. If you notice a water leak or are out of water, please call 970-644-0445 to get immediate help.
- We are suggesting that anyone that has an email address to set up paperless billing by sending a request to billing@uscdwua.com with your account number, name, and address. We will still be accepting payments by mail.
- We are also asking that you **do not approach the operators** if they are out working on leaks, etc. we are operating under limited contact. This is for the safety of the community and the operators to ensure we can continue to serve our customers.

We are hopeful that by taking these precautions now that we will be able to stop the spread of COVID-19 and we will be able to get back to normal operations sooner.