



CORONA VIRUS UPDATE

This office is not accepting visitors

Customer Service and Billing:

To protect our employees and customers, our customer payment centers will be closed from Monday March 16th until at least Monday May 4th. **Customers may place payments made by check, money order or cash** (exact change or extra amount will be applied as an account credit) in the drop box located [approximately 10 feet to the west]. **All payments must include a payment stub or the service address and account number. This is needed to apply your payment correctly.** Processing of dropbox payments may be delayed. Customers can reach local employees at [insert local office number]

Customers may visit our website, www.californiaamwater.com and use the MyWater portal to view bills and pay online.

Customers may also pay by mail, by phone at 888-237-1333 or visit local third party payment centers, which can be found here: <https://amwater.com/caaw/customer-service-billing/billing-payment-info/payment-location-results>. For your convenience a list of the authorized payment centers has also been provided next to this announcement.

In an effort to keep our customers safe during the coronavirus pandemic, California American Water is placing a moratorium and discontinuing service shut offs for nonpayment at this time. We will continue to evaluate this moratorium as more information becomes available.

Water Quality:

It is important for you to know that California American Water's drinking water treatment barriers provide protection that includes filtration and disinfection of our sources (e.g., underground wells). These treatments are effective in removing and/or inactivating viruses. **Our water meets all current federal and state drinking water requirements.**

Water system emergencies:

In the event of an emergency please contact us immediately at 888-237-1333 to report the problem and have local staff dispatched.