March 20, 2020

A Message to our Customers,

At the Clifton Water District, we accept and take our responsibility of providing an uninterrupted supply of safe drinking water to our customers very seriously and are committed to making the best decisions for our customers, employees and community.

We are taking several precautions that we believe are necessary to actively slow the community spread of COVID-19 and reestablish normal operations as soon as possible. Over many years we have developed a Pandemic Continuity of Operations Plan that has now been executed as our roadmap to negotiate through the challenges facing us all.

We have implemented numerous actions to continue to provide water service while doing our part to preserve the safety of our community.

- Beginning March 20th our front office will be closed but we will continue our regular Customer Service activities with our employees work remotely.
- If you need to make a payment, we encourage mailing your check or utilizing our pay by credit card option as we will be suspending the $3.25 credit card convenience fee.
- We recognize water service is an essential public health service, therefore we will not be disconnecting water service for accounts that are past due and we will be suspending late fees and discontinuation fees at this time.
- We have restricted all nonessential business meetings, vendors and deliveries.
- Distribution Repair and Maintenance employees will suspend all non-essential activities and will remain poised to respond to emergency repairs 24 hours a day.
- Water Treatment operations will also suspend non-essential activities and insure a steady and uninterrupted supply of high quality water.

We acknowledge many of our decisions may result in an inconvenience, however our mission continues to be earning your confidence every day by providing you with safe drinking water especially during times of crisis and uncertainty. We appeal to you to join and embrace our efforts.