



# THE CORONA VIRUS (COVID-19) AND YOUR DRINKING WATER

## A Message from the General Manager

Amidst the on-going response at the local, state, federal and even global level to the Coronavirus (COVID-19) the District wants to reassure its customers and the community it serves that the District is at a high state of readiness to respond to the challenges associated with the Coronavirus pandemic. I would like to emphasize two very important messages:

**Your Drinking Water is Safe:** The Coronavirus has no impact on your drinking water. The drinking water provided by the District is highly treated and is not at risk due to the current Coronavirus issue.

**The Water and Wastewater System Remains Reliable:** There will be no interruptions to either the water or wastewater services provided by the District due to the Coronavirus pandemic.

The District's potable water supply meets or exceeds all water quality standards set by both the state and federal government. As noted by the Centers for Disease Control and Prevention (CDC), "The COVID-19 virus has not been detected in drinking water. Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19."

The District maintains the disinfection throughout the distribution system to ensure that your water remains safe through the system and to your home. The District's water quality staff continuously monitors the water supply, conducting thousands of tests each year, on water sampled from the distribution system.

Rest assured that the Coronavirus has no impact on the quality of your drinking water and that the El Toro Water District is taking steps to ensure the continued uninterrupted delivery of safe drinking water to your home.

If you have any questions, please contact us at [district@etwd.com](mailto:district@etwd.com) or at (949) 837-0660.

Sincerely,  
*Dennis Cafferty*  
General Manager

# REMINDER: PLEASE KEEP WIPES OUT OF THE PIPES

## Wipes Clog Pipes



During this time when public agencies are encouraging the public to clean surfaces with disinfecting wipes to reduce the spread of COVID-19, it is important to discard those items in the trash and not in the toilet.

**Please **DO NOT** flush disposable wipes, flushable wipes, paper towels, napkins or tissues down the toilet.** These products do not break down like toilet paper and can cause back ups in your pipes and the sewer system.

## WAYS TO PAY YOUR BILL

ETWD has multiple ways to pay your water bill. Visit [ETWD.com/view-pay-yourbill](https://etwd.com/view-pay-yourbill) or call (949) 837-0660 for more information.



### Mail

Mail your payment to  
ETWD, P.O. Box 4000  
Laguna Hills, CA  
92654



### Drop Box

Payments can be placed  
in the drop box located at  
ETWD, 24251 Los Alisos  
Blvd., Lake Forest



### Online Payment Portal

Pay online 24/7 by Visa,  
Mastercard, Discover,  
debit card, eCheck or  
autopay.

[etwd.com/view-pay-yourbill](https://etwd.com/view-pay-yourbill)



### Phone

Make your payment  
24/7 by phone .  
1-844-850-9183

## CUSTOMER CARE

While our offices are temporarily closed to the public, we are here to serve you by email or phone. We are available Monday through Friday 7:30 a.m. to 5:00 p.m. Email us at [CustomerService@etwd.com](mailto:CustomerService@etwd.com) or call (949) 837-0660.