

LOS ALAMOS COMMUNITY SERVICES DISTRICT

82 North Saint Joseph St • (805) 344-4195 • Fax (805) 344-2908

Post Office Box 675

LOS ALAMOS, CALIFORNIA 93440

LOS ALAMOS COMMUNITY SERVICES DISTRICT

Coronavirus Update

March 23, 2020

(Updated November 10, 2020)

The Los Alamos Community Services District is continuing to closely monitor developments regarding the coronavirus and associated risks to the public. Please be assured that the District does not expect the coronavirus to affect the delivery of water and wastewater to the community of Los Alamos and that District staff remains on the job.

To reduce coronavirus risks related to contact between individuals, the District's front office is closed to the public. We are accepting payments through the locked drop slot/box next to the front office door, by mail and credit/debit cards. The front office is staffed from 8:00 a.m. to 4:30 p.m., Monday through Thursday to accept telephone calls, payments and any concerns that you may have. Customers with questions or needing assistance are asked to contact District staff by telephone at **(805) 344-4195**. Our operators have been scheduled on a rotating base with two Operators reporting to work on a daily basis Monday through Friday from 8:00 a.m. to 4:30 p.m. We continue to have an On-Call Operator available 24 hours per day, seven days per week. If you need assistance after hours, please call the District telephone number and push 9 and your call will be directed to the On-Call Operator.

California's comprehensive and safe drinking water standards require a multi-step treatment process that removes and kills viruses, including coronaviruses such as COVID-19, as well as bacteria and other pathogens. The State Water Board's Division of Drinking Water establishes and enforces drinking water standards that ensure the delivery of pure, safe, and potable water. In addition to health base water quality standards, treatment facilities must comply with stringent performance measures to ensure treatment processes are continuously operating at peak performance.

COVID-19 is transmitted person to person, not through water, according to the Center for Disease Control and Prevention.

Public water systems that utilize groundwater sources, such as the Los Alamos CSD, maintain protective physical measures, including soil barriers, to ensure water sources are protected from pathogens, including viruses. In addition, the Los Alamos CSD uses chlorine disinfection to inactivate viruses or bacteria that might find their way into the water, as already required under the District's permit with the State Water Board.

All Public Water systems in California are routinely monitored for bacteria to ensure that water delivered to customers is free of disease-causing agents. Other parameters, including temperature, pH, turbidity, chlorine residual, electrical conductivity, lead and copper, corrosion indices and disinfection byproducts, are monitored to alert operators about changing water quality conditions and avert potential problems.

The Los Alamos CSD works closely with the State Water Board to ensure safety of water that flows through the District's water system to serve our residential and non-residential customers.

In closing, California has established a COVID-19 website with prevention tips all Californians can take to protect themselves from COVID-19. They include staying home, social distancing, wearing masks, washing hands with soap and water for 20 seconds, and cleaning and disinfecting frequently touched objects and surfaces.

Customers with questions or needing assistance are asked to contact District staff by telephone at **(805) 344-4195**, or by email using the following email addresses:

Candy Clark, Office Manager/Treasurer: candyce@dock.net

Jenna Roddie, Customer Service Representative: jroddielacsd@frontier.com

Many customer questions can also be answered by visiting the District's website at **www.losalamoscsd.com**.

The District will continue to watch the situation carefully and update its procedures as conditions change. We appreciate your understanding and support.

La oficina del distrito de Los Alamos Ca ubicada 82 North St. Joseph Street, estara cerrada por indefinido por seguridad de ustedes y la nuestra todos los pagos por correo o dejarlos en la caja que esta ala derecho de la Puerta de enfrente de la oficina, por favor que sea cantidad exacta por la razon que no podremos darle cambio y si da de mas se la dara credito para el siguiente mes. Si tiene alguna pregunta llame al 805-344-4195 gracia por su atencion.

Candy Clark, Office Manager/Treasurer: candyce@dock.net

Jenna Roddie, Customer Service Representative: jroddielacsd@frontier.com

Sincerely,

Candyce Clark/Office Manager