



Dear Customer

March 31, 2020

At Public Water Supply District No. 1 of Jefferson County, we are committed to providing safe, high quality water services to our community, while maintaining a standard of excellence in customer service and environmental conservation. The health and well-being of our district residents and employees are a top priority. We wanted to share information and a few things that we are doing in an effort to help minimize exposure and the spread of the coronavirus (COVID-19).

- ❖ We enjoy interacting with our customers on a daily basis. However, due to the current situation and national guidelines, our lobby will remain closed until further notice. Please visit our Bill Payment page for more information on payment options. Our [automatic draft](#), online bill pay, night drop box, phone payments, and paperless billing are all great options.
- ❖ Our district will continue operating with a limited staff to handle customer inquiries, payments, work orders, maintenance and all other essential services to keeping the water district running efficiently. If you see our technicians working in the field, please help us keep them safe by maintaining a distance of at least 6 feet. Questions about work being done in your area can always be submitted via our [Contact Us](#) page on the website or by calling the office.
- ❖ COVID-19 is spread from person-to-person when droplets are expelled from an infected person, such as through a cough or sneeze. It has not been detected in drinking water. PWSD #1 purchases our water from Missouri American Water after it has been treated (treatments that remove or inactivate viruses) and tested safe for consumption.
- ❖ Please continue to pay your monthly bill and contact the office immediately if you have been impacted by COVID-19 and are not able to pay at this time. You can check your account balance online at www.invoicecloud.com/WaterSupplyDistrict1Jefferson.

For additional information on COVID-19, please visit the State of Missouri's website at <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/> or the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>.

Thank you for understanding the measures that must be taken and for allowing us to serve you.

Public Water Supply District No. 1 of Jefferson County, Missouri