



Dear Customer,

The Service Authority is closely monitoring the Coronavirus Disease 2019 (COVID-19) situation and taking all necessary measures to ensure the continued delivery of clean drinking water and the treatment of wastewater for our customers in Prince William County.

As a public utility, we know an emergency can happen at any time, and our emergency operations plans are in place to ensure our workforce is prepared to maintain your water and wastewater service while also protecting the safety of our customers and employees.

It is important that you know that your drinking water is safe from COVID-19 and service will continue uninterrupted. Please read the following updates regarding the quality of your water and service delivery.

Sincerely,

Dean Dickey  
General Manager  
Prince William County Service Authority

## **Prince William County Service Authority COVID-19 Information for Customers**

### ***Drinking Water Is Safe from COVID-19 and Service is Uninterrupted***

#### **Ensuring Water Quality**

- Transmission of the virus is not a risk in treated drinking water. Disinfectants used to treat drinking water, like chlorine, are effective in inactivating COVID-19.
- The Service Authority's drinking water suppliers, Fairfax Water and the City of Manassas, use multiple barriers in their water treatment processes that provide protection from COVID-19. Our water suppliers report that their treatment processes successfully treat for viruses such as COVID-19.
- According to the Centers for Disease Control (CDC), the virus has not been detected in drinking water.



- Our water meets all current federal and state drinking water requirements. We continue to test and monitor our drinking water for the citizens of Prince William County.

### Uninterrupted Service

- Should the Service Authority be required to be staffed by essential personnel only, all necessary operations will continue uninterrupted.
- To assist customers during this time, the Service Authority has suspended service disconnects until further notice.
- The Service Authority leadership is coordinating closely with Prince William County, State, and Federal authorities as needed.

### Contact Options

The Service Authority continues to serve our customers, both in the field and in our administrative facilities. However, given CDC guidance to engage in social distancing to reduce the spread of COVID-19, **we encourage customers to use our on-line resources (available 24 hours a day) or contact us via phone or email, rather than visiting our offices in person.** Communication options include:

- Visit our on-line account management resources at [www.pwcsa.org](http://www.pwcsa.org) where customers can view and pay their bill on-line, as well as perform other account management tasks.
- Call our Customer Service Department at (703) 335-7950, Monday through Friday, 8 a.m. to 5 p.m. or email [CustomerService@pwcsa.org](mailto:CustomerService@pwcsa.org) (Customer account information can be accessed 24 hours a day through our automated phone system).
- Email questions about COVID-19 as they relate to drinking water quality to [COVID-19@pwcsa.org](mailto:COVID-19@pwcsa.org).
- Call Emergency Dispatch at (703) 335-7982 if you have a water or sewer service emergency after business hours.

### Cancelled Events & Postponed Meetings

Following guidance from state and local officials, the Service Authority is taking the precaution of canceling or postponing some in-person meetings and community outreach initiatives where possible.

- Where possible, meetings will be held remotely, by phone or online.
- No community or classroom presentations will be held.



- No guided or self-guided tours will be held at the H.L. Mooney Advanced Water Reclamation Facility. The Grubbs Education Center is closed.

### **Further Updates**

The Service Authority will post any further updates about our response to the COVID-19 emergency on our website. We will also post any necessary updates on the Service Authority's Facebook and Twitter accounts.