



March 13, 2020

Water Supply & COVID-19 FAQs

Is my tap water safe to drink?

Yes. The Environmental Protection Agency (EPA) recommends that Americans continue to use and drink tap water as usual. Further, EPA's drinking water regulations require treatment at public water systems, which includes TUD, to remove or kill pathogens, including viruses.

Will TUD water service be affected by COVID-19 response efforts?

No. Deliveries of drinking water and ditch water will not be impacted by TUD's response to COVID-19. While wait times may be longer than normal, Customer Service staff are still available to assist customers by phone (209) 532-5536 or email (customersvc@tudwater.com) between 7:00am and 4:00pm, Monday – Friday.

What is TUD doing to respond to the COVID-19 emergency?

TUD is modifying its operations in accordance with local health advisories. Our lobby is currently closed to until further notice, and TUD is implementing "social distancing" practices for staff. The health and of safety of staff and customers remains TUD's highest priority and TUD will continue to modify operations in accordance with fast-changing circumstances.

I'm experiencing a hardship due to the economic downturn. What if I'm having trouble paying my bill?

If you are having trouble paying your water bill, please contact Customer Service.

Where can I get more information?

The Centers for Disease Control (CDC) and Environmental Protection Agency (EPA) have more information.

<https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>

<https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater#tapwater>

The fast-changing dynamics of COVID-19 are evolving. Please check back at the TUD website for updated information related to COVID-19.