



**FOR IMMEDIATE RELEASE**

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**TUD CONTINUES PROVIDING ESSENTIAL SERVICES DURING COVID-19**

SONORA, CA: Tuolumne Utilities District (TUD or District) continues to respond 24/7 to emergencies and provide essential water and wastewater services to the community during the Coronavirus COVID-19 pandemic despite closing its office to the public. All field operations are continuing to provide full service under enhanced safety conditions, with employees adhering to good hygiene, personal protective equipment and social distancing guidelines as the District remains committed to the health and safety of its employees, customers and the community. Some non-operations staff are teleworking to minimize exposure and in accordance with local, state and federal guidelines. Below is an update on current department operations:

- **Administration, Public Relations, Board Office and Safety Compliance:** Administrative staff remains available by phone and email, and continues supporting operations and the Board of Directors, conducting public meetings, public outreach, workplace safety and risk management.
- **Engineering:** The Engineering staff remains available by phone and email. Information regarding development can be found at the [Development Services](#) page on the TUD website. District projects such as the following continue moving forward:
  - [Phoenix Lake Restoration and Preservation Project](#) has issued an Invitation to Bid for the removal of sediment and dredging operations to begin this summer at Phoenix Lake.
  - [Gopher Tank Replacement Project](#) serving the residents of Sonora, replaces a failing water tank and consolidates others with a new 600,000-gallon welded steel water tank.
- **Finance/Customer Service:** The Customer Service department is here to help and assist customers via telephone (209) 532-5536 or electronic mail ([e-mail](#)). To view your TUD Account and make a payment anytime, go to the [TUD Online Payment Center](#).
- **Operations:** TUD field operations staff continue performing maintenance and repair of the water and wastewater systems; operating water and wastewater treatment plants, making water and sewer pipe repairs, reading meters and resolving water or wastewater related issues.

- [Willow Springs Distribution Improvements Project](#): The District's Construction/Maintenance crews continue installing a new pipeline in the Willow Springs subdivision of Soulsbyville. This is a multi-year long Capital Improvement Project with an estimated cost of \$5.2 million dollars.

- **Ditches:** Crews continue maintaining and operating the District's 71 miles of ditch supplying water to the District's 11 water treatment plants.
- **Water Treatment:** TUD water treatment plants are designed to eliminate pathogens including viruses and bacteria. The coronavirus does not affect the safety of TUD's drinking water. All TUD tap water remains safe. For more information about coronavirus and drinking water, visit the link to the [Environmental Protection Agency](#).



Willow Springs Distribution Improvement Project

- **Wastewater/Collections:** The District urges its customers, **please DO NOT FLUSH any products other than toilet paper down the toilet.** Even wipes advertised as "flushable," do not break down in the wastewater system like toilet paper and clog the District's collection system and wastewater treatment process. A News Advisory has been issued by the State Water Resources Control Board on [Products Clogging Sanitation Systems](#).

TUD continues to closely monitor the rapidly changing COVID-19 situation as it evolves. Serving our customers and the community is the foundation of our organization, and we are committed to delivering safe, reliable water and wastewater services. TUD continues to thank its customers for their understanding and support in protecting the health and safety of the community. For the latest updates on TUD's response visit the TUD website, [COVID-19](#).

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