



FOR IMMEDIATE RELEASE – March 16, 2020
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OPERATIONAL CHANGES ANNOUNCED FOR COVID-19 RESPONSE

DESERT HOT SPRINGS, CA – Effective Monday, March 16, 2020 at noon, Mission Springs Water District (MSWD) will implement strategies to contain the spread of the coronavirus (COVID-19). As public sector officials and employees, we have a responsibility to contribute towards our community's mitigation efforts.

Following the governor's guidance to avoid or slow the spread of the outbreak, MSWD will alter staff's schedule and place them in two groups. These two groups will rotate weekly between working in the office/field and working from home.

These measures are being put into place in order to isolate staff as recommended by the US Centers for Disease Control and Prevention (CDC) efforts to "Flatten the Curve" to protect both our community and staff.

As this is a fast-evolving situation and out of an abundance of caution, MSWD's lobby will be temporarily closed to the public. MSWD's customer service team will be available via phone for any questions you may have.

During this time, payments can be made in the following ways:

- placed in the drop box outside the office entrance
- mailed to the office
- use of "Pay Near Me" program at 7-11, CVS and Family Dollar stores
- electronically paid through your bank
- MSWD's e-pay system at www.mswd.org
- call in for payment 760.329.6448

We will continue to work with individual customers and those facing financial hardships to establish payment arrangements and provide other customer services. Customers may email frontoffice@mswd.org or ascott@mswd.org for further assistance.

During this difficult time, MSWD will not be shutting off any customers who are unable to make payment. However, all normal billing practices and fees will still apply.

MSWD reminds community members that COVID-19 does not affect MSWD's water supply. Your tap water is safe to use. For more information, please visit: www.mswd.org/coronavirus

MSWD continues to closely monitor the situation and influx of information. Any vital and important updates will be released to the public as they are received.

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