

Raytown Water Company and COVID-19

March 16, 2020

The health and safety of our customers, community and employees is Raytown Water Company (RWC) top priority. We provide an essential service that is critically important and much like many other companies in the U.S., RWC has established a coronavirus preparedness plan.

To minimize the risk of exposure to the coronavirus (COVID-19), we have initiated our business continuity plan to help provide stability to our operations to provide water service to your homes and businesses.

In effort to keep our customers safe during the COVID-19 pandemic, RWC will be placing a moratorium and discontinuing service shut offs at this time. We will continue to evaluate this moratorium as more information becomes available.

RWC is encouraging customers to utilize online payment services and other self-service options instead of visiting the customer lobby. Our lobby will remain open for customers who need to complete application to start water services.

Customers can pay bills online thru our website, drop off payments at our drive up drop box on the SW side of the building or walk up drop off on the NW corner of the building located at 10017 E 63rd St. or call to set up payment arrangements and stop service. Payments can also be made by phone.

RWC continues to monitor situational updates provided by the Center for Disease Control (CDC), World Health Organization as well as other state and federal organizations. We are continuously evaluating the situation and the latest developments to determine how we can adopt and amend measures as needed to support our customers, community we serve and our employees.

For additional information about the coronavirus and drinking water please visit:

- Environmental Protection Agency- Americans can continue to use and drink water from their tap as usual. <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater#main-content>
- The World Health Organization (WHO) <https://waterfm.com/water-treatment-practices-effective-against-covid-19-who-says/>
- Centers for Disease Control and Prevention <https://www.cdc.gov/coronavirus/2019-ncov/index.html?cmp=eml-AmtrakCovid19CorpCommEmailCDCLink-March2020-AGR-Program>

As always, thank you for your trust in Raytown Water Company as we continue to provide your safe and adequate drinking water.

Neal S. Clevenger
President/General Manager