

RWC Response to COVID-19

April 24, 2020

To help all of our customers going through a difficult time and keep our customers safe during the COVID-19 pandemic, we implemented the following:

- **Extended payment option** with our Customer Service Staff to assist and set up the plans. (This is also available for anyone who has had a payment plan in the past 12 months.)
- **RWC has placed a moratorium on late fees and discontinuing service shut offs at this time.**

We will continue to evaluate this moratorium as more information becomes available.

To minimize the risk of exposure to the coronavirus (COVID-19), we are continuing with social distancing to help provide stability to our operations to provide water service to your homes and businesses.

RWC is encouraging customers to utilize online payment services and other self-service options instead of visiting the customer lobby. **LOBBY IS CLOSED UNTIL FURTHER NOTICE.**

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, stop or start new 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 you safe and adequate drinking water. *"We are all in this together."*

Neal S. Clevenger
President/General Manager