



## Rural Lorain County Water Authority

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[www.rlcwa.com](http://www.rlcwa.com)



March 23<sup>rd</sup>, 2020

# RLCWA COVID-19 Response Plan

Rural Lorain County Water Authority is committed to the safety and well-being of our employees, customers and communities we serve. To help reduce the potential spread of the COVID-19 virus, the office of RLCWA will be closed as of March 23<sup>rd</sup>, 2020. We will be transitioning to an essential business operation working staff only. We did not come to this decision lightly and we remain committed to providing the best essential services to our over 70,000 customers during this pandemic.

Given the vital importance of water during these times, we wanted to make it clear that your water is safe to drink. According to the [US Environmental Protection Agency\(USEPA\)](#), [Centers for Disease Control\(CDC\)](#) and the [World Health Organization\(WHO\)](#), there is no evidence that COVID-19 is present in or being transmitted by our drinking water supplies.

To help customers facing unforeseen circumstances, RLCWA has suspended penalties and service shut-offs due to delinquent accounts until further notice. If you need to speak with someone directly regarding an account specific matter, you will need to send an email to [customerservice@rlcwa.com](mailto:customerservice@rlcwa.com) with your inquiry, as well as the best number to reach you. RLCWA will respond to email inquiries within 48 hours and will be conducting outbound calls only.

Inquiries regarding non-account specific questions can be directed towards our website at [www.rlcwa.com](http://www.rlcwa.com). Please keep in mind that virtually all activity and requests can be completed via our website, but if there are still questions, please don't hesitate to reach out to RLCWA via our "[Contact Us](#)" tab on our website.

*Joseph Waldecker*

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