

## **A Special Message from LSRWS about COVID-19**

To our member-customers:

We understand the concern and uncertainty you may be experiencing surrounding the COVID-19 virus. LSRWS's board of directors and staff hope that the following information will help reassure you regarding your drinking water:

- LSRWS has taken and will continue to take the necessary steps to ensure that a reliable supply of safe drinking water is available for our member-customers. We are monitoring information from state and federal agencies as well as from water industry experts and will implement recommended actions to safeguard your drinking water supply.
- LSRWS's water treatment process includes filtration and disinfection which are effective methods to remove and inactivate that causes COVID-10. According to the Centers for Disease Control the COVID-19 virus has not been detected in drinking water.
- LSRWS is committed to protecting the health and well-being of our employees. While you may experience a delay in customer service as a result of the measures we implement, LSRW will strive to assist you in a timely manner with requests related to your water service.

Water is an essential service and your water utility is well-prepared to manage its response to COVID-19. Lyon & Sioux RWS has an existing emergency response plan and is continuing to modify it and update, as needed, in response to the most current available information. The water department has back-up power and in emergency situations, can be operated with a small number of staff.

We have made several changes to our work practices that include maintaining a social distance of at least six feet and the use of gloves when entering your home or business. We encourage you to contact the office at 712-472-3755 with any questions or concerns. Individuals who normally pay their bill in person are encouraged to use the drop box located just to the right of the south entrance.

***Paul Habbinga***, President, Board of Directors

***Bonnie Koel***, Manager