



OLYMPIC

WATER AND SEWER INC.

3/24/2020

Dear OWSI Customer,

Your tap water is safe from coronavirus (COVID-19), according to the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC). The safeguards we have always taken to protect water quality are effective to keep it safe from viruses, including COVID-19.

While you may be stocking up on emergency supplies in case you need to stay home, please know that you do *not* need to worry about your tap water. For more information, visit **the Centers for Disease Control and Prevention website** <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>

We do ask that when you are cleaning with disinfecting wipes that you do not dispose of them by flushing them down your toilets. Toilet paper is the only paper product that is safe to flush into the sewers. Disinfecting and flushable wipes do not break down in water increasing the chance of sewer pipe line backups.

We are also taking steps to keep our customers and employees safe. In addition to encouraging frequent and thorough hand-washing, covering coughs and sneezes, and avoiding close contact with others, we are taking steps to prevent any disruption in our service.

To minimize personal contact, we have closed our office to customer traffic until further notice, but we are still here to serve you. If you need to make a payment, you may do so online (**[www.ows-inc.com](http://www.ows-inc.com)**) or use the payment drop box located to the right of the entrance at the Port Ludlow Associates office. We are also available to assist you personally Monday through Friday from 10 am to 3 pm by phone or email.

If you are having difficulty paying your water bill due to the COVID -19 Virus, please contact us as soon as possible. We will offer payment arrangements and extensions to help. Additionally, we have temporarily suspended collections activities and shutoffs on residential service connections for non-payment.

Having safe, reliable water service for drinking, hand washing, and surface cleaning is a critical tool in the battle against COVID-19, and we want to do everything we can to keep our customers and community healthy and safe.

The Staff at Olympic Water and Sewer Inc.

[owsi@portludlowassociates.com](mailto:owsi@portludlowassociates.com)

360-437-2101 Office

**877-826-5787 Emergency Phone**