



May 4, 2020

Dear Customers,

At Mt. Crested Butte Water & Sanitation District, we want to assure you that we are closely monitoring and evolving our response to COVID-19.

Most importantly, the water we deliver to your home or business continues to remain safe and there is no threat of contracting coronavirus from our water system. As a reminder, the District adheres to drinking water regulations established by State and Federal health officials designed to stop waterborne pathogens from contaminating drinking water, including viruses like COVID-19. Chlorine disinfection in the water treatment process and contact time in the distribution system ensure that all waterborne pathogens are eliminated from the potable water system.

On Thursday, March 12 as coronavirus entered our community, the District acted swiftly and closed its administration office at 100 Gothic Road until further notice. Operations staff immediately went onto a rotating schedule to ensure that each active employee remained safely distanced from fellow workers. The three treatment plants remain fully operational.

Since the pandemic's onset, the District has taken many steps to keep its employees and the public safe during this critical time. This remains our #1 priority.

The District's on-call operations, emergency lines and the treatment plant itself continue to function with full support. That number is **970-209-5768**.

Effective immediately, all late fees on past due accounts are suspended until further notice. This decision will be revisited at the May 12, 2020 board meeting. If you have additional concerns regarding payment of your **District billing statement**, please contact the District at the number above to arrange a payment plan custom to your needs. Or you may choose to complete the [Contact Us form](#) and one of the team will contact you.

Here are a few recommendations to consider regarding the wastewater treatment plant:

- Please flush only toilet paper and human waste.
- If you run out of toilet paper and are using other items such as paper towels, wipes, etc.
PLEASE DO NOT FLUSH THEM!

100 Gothic Road * P.O. Box 5740 * Mt. Crested Butte, Colorado 81225 * (970) 349-7575

Please note: Some wipes are labeled “flushable” but should not be flushed down your toilet. These can cause blockages in your sewer pipes and cause wastewater to back up into your house causing additional hygiene issues and potentially structural water damage.

To help you stay informed, here are a few resources for you:

[Gunnison County COVID-19](#) updates
[Centers for Disease Control & Prevention](#)
[Colorado Department of Public Health](#) and Environment COVID-19 Info

For general questions about COVID-19:
Call CO-Help at 303-389-1687 or 1-877-462-2911 or email COHELP@RMPDC.org

Thank you for your attention and understanding as we come together as a community during these difficult times. Please reach out to the District if you have additional questions or billing concerns and we will return your call or email as soon as possible.



Mike Fabbre
District Manager