



March 18, 2020

Dear Customers,

At Mt. Crested Butte Water & Sanitation District, like all of you, we are closely monitoring and evolving our response to COVID-19.

Most importantly, the water we deliver is safe and there is no threat of COVID-19 in the water system.

Our District adheres to drinking water regulations established by state and federal health officials designed to stop waterborne pathogens from contaminating drinking water, including a virus like COVID-19. Chlorine disinfection in the water treatment process and contact time with a chlorine residual in the distribution system ensure all waterborne pathogens are eliminated from the potable water system.

The [Environmental Protection Agency's](#) website has more information related to coronavirus and drinking water and wastewater systems.

Additionally, the District has taken many steps to keep its employees and the public safe during this pandemic.

- The MCBWSD administration office at 100 Gothic Road has been closed to the public and will be minimally staffed indefinitely.
- All staff that potentially feel sick or have had exposure will be encouraged/required to stay home and work remotely if possible. All staff will continue to be paid their full salary and receive full benefits until further notice.
- Personnel have been dispersed and work schedules staggered, where possible, to reduce potential exposure to essential employees and those whose jobs cannot be done remotely, and to ensure the treatment plants continue to operate without disruptions.
- The District's on-call operations and emergency phone numbers will continue to function with full support as usual. That number is **970-209-5768**
- The District has suspended all water shut-offs due to delinquent payments to ensure all customers have access to drinking water and toilets that flush.

Further recommendations and information to consider regarding the wastewater treatment plant:

- Only flush toilet paper and human waste. If you run out of toilet paper and are using other items such as paper towels, wipes, towels, etc., Please Do Not Flush Them. Some wipes are labeled "flushable" but are not appropriate to flush down your toilet.
- These can cause blockages in your personal sewer pipes and cause wastewater to back up into your house and cause additional hygiene issues. These blockages could also cause additional issues and sanitary sewer overflows in our community and at our wastewater treatment plant.

Thank you for your understanding and support as we come together as a community during these difficult times. Please reach out if you have additional questions and we will return your calls as soon as possible.

Mike Fabbre
District Manager

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