



Drinking Water You Can Trust

At Umpqua Basin Water Association, safety is our number one priority. We are closely monitoring the evolving coronavirus (COVID-19) situation and are following the guidance from the Centers for Disease Control (CDC), local and national governments to ensure that our employees and members are safe.

- Our office will remain open during regularly scheduled business hours to serve the needs of our members.
- We have increased our cleaning measures and are frequently disinfecting high traffic areas.
- We are asking our employees to take precautionary health measures including frequent hand washing, social distancing and staying home when sick.
- For members that still want to bring their payments in-person:
 - You can use our convenient drop box at the beginning of our entrance.
 - Or slip your payment through the slot in our door.
- Other options to make a payment are:
 - Online bill pay through your bank.
 - Using the [Point and Pay link](#) on our website.
 - You can also call 866-871-5855 to use the Interactive Voice Response system.

We will stay up to date with recommendations/guidelines from the CDC, local and national governments in order to protect our employees and members.