



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.
- In the water treatment process, UBWA meets and or exceeds the guidelines from the EPA. The EPA has established regulations with treatment requirements for public water systems that prevent waterborne pathogens such as viruses from contaminating drinking water and wastewater. Coronavirus, which causes COVID-19, is a type of virus that is particularly susceptible to disinfection. Water treatment and disinfectant processes are expected to be effective.
- We are asking everyone 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.