



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), EPA, Federal and local governments to ensure that our employees and members are safe.

- Our office will remain open to **limited** traffic during our regularly scheduled business hours to serve the needs of our members.
- We are asking everyone to take precautionary health measures including frequent hand washing, social distancing and staying home when sick.
- Payment options for our members are:
 - Mail your payment in as usual.
 - Use the drop box at the beginning of our driveway entrance.
 - Slip your payment through the slot in our door. (8am-4:30pm M-F)
 - Pay through your bank with their online bill pay program.
 - Use the [Point and Pay link](#) on our website.
 - You can also call 866-871-5855 to use PnP's Interactive Voice Response system.
 - We will accept payments in the office only if you need a receipt or are paying with cash.
- 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 will stay up to date with recommendations/guidelines from the CDC, EPA, Federal, and local governments in order to protect our employees and members.