Coronavirus (COVID-19) is changing the way El Paso Water does business, to best serve our customers throughout this health emergency. EPWater is taking bold actions to reduce the risk of exposure, minimize the spread of the virus and protect the health and safety of our employees and customers.

**Suspending disconnections**

One of the most important safeguards in preventing the spread of the virus is handwashing, making access to water critical. With this in mind, EPWater is temporarily suspending service disconnections for non-payment until further notice.

Although customers are still responsible for the full bill amount accrued, we are always willing to work with customers on payment plans.

**Social distancing**

EPWater is limiting in-person contact with our customers to protect our employees and our customers.

Beginning next week, our Customer Service Center will close to the public, and we will no longer make house calls for leak detection. However, our customer service team will be on hand to respond to questions, concerns and payment issues via calls and email.

Inside our workplace, business travel and in-person training are on hold while teleconferencing is the new norm. In some cases, EPWater employees have been asked to work from home if their responsibilities can be performed remotely.

**The same reliable quality**

In uncertain times, we all crave reassurance, and El Pasoans can trust that we will continue to staff our facilities and field operations. Our employees will continue to produce water, test for water quality, treat wastewater, fix main breaks, and keep our stormwater channels clear. We have staff working around the clock, 24/7, to meet the water needs of our city.

You may have spotted social media reports questioning our water quality. These organizations have ulterior motives, which include selling filtration products. I want you to remember this: EPWater will continue to provide healthy, safe, reliable water from the tap.

As president and CEO of El Paso Water, a chemical engineer and a father of three, let me reassure you that our water is clean and safe to drink. All EPWater employees have a vested interest in making sure our region's water is of the highest quality because we are customers too. After all, we drink the water and so do our families.