

FROM NATURE..



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Bristol-Bluff City Utility District (BBCUD)
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A Note During COVID-19 Spread

Dear Valued Customer,

We at the Bristol-Bluff City Utility District (BBCUD) want to first share our ongoing appreciation to you for being our customer, and for your support through the years. We understand that, during the current COVID-19 spread, there are lots of conflicting facts in the media that may cause concern. Be assured we are following all the guidelines and recommendations outlined by the Centers for Disease Control (CDC) and World Health Organization (WHO) to provide for the safety and health of our employees, partners, and customers.

I want to assure you that your drinking water is safe. There has been **NO** evidence that COVID-19 is transferrable through a treated water supply. BBCUD's water treatment methods use filtration and disinfection to remove or inactivate the virus that causes COVID-19. Customers can be confident that their BBCUD water supply is safe. BBCUD continues to measure and test our water supply on an hourly basis.

In accordance with the guidance from the CDC, WHO, and federal authorities on best practices during the COVID-19 outbreak, the BBCUD offices will be closed to the public. Our customer service staff will continue to be available to help all of our customers during this time. If you prefer to make payments at the office location, you will still be able to do so through our office drop box which is located at our upper entrance on the right side of the gate. We will continue to take these measures as long as necessary to provide for the health and safety of our employees, partners, and customers, and ask that you consider helping us remain healthy and safe by refraining from visiting the office if you are having any symptoms of illness.

You can also take advantage of mailing in payment or using our automated payment service if that's easier. Our customer service team will be available by phone to help you with these processes.

Again, we thank all our customers for your support and continued help through this temporary heightened health and safety awareness period. To get the latest information and updates available from BBCUD as we move forward, we recommend referring to our website at www.bbcud.com.

Sincerely,

Tim Ham, General Manager BBCUD

Visit us on the web at www.bbcud.com