Western’s water quality and supply remain unaffected by Coronavirus

RIVERSIDE, CA – On February 11, the World Health Organization announced COVID-19 (Coronavirus) as the official name for the disease that is causing the 2019 novel coronavirus outbreak. On Wednesday, March 5, Governor Newsom declared a State of Emergency as part of the state’s response to address the global outbreak.

“Western staff is actively monitoring the evolving situation with a top priority of ensuring the safety of our employees and the public while maintaining delivery of the highest quality water,” said General Manager Craig Miller. “Western is committed to providing its customers with safe and reliable water.”

The coronavirus (COVID-19) has no impact on the quality or supply of your tap water. As always, your tap water is available, plentiful and safe. Western uses advanced treatment processes to eliminate pathogens, which includes viruses. This ensures safe drinking water for all our customers.

“When Western customers turn on their tap, they can count on their water being tested, treated and monitored to protect health and safety,” continued Miller. “While it’s always advisable to stock bottled water at home in case of emergencies that could disrupt water supply, Western does not expect this health outbreak to disrupt service to our customers.”

Western conducts nearly 5,000 water quality tests annually to ensure your water meets rigorous drinking water standards. Only the highest quality water is delivered to customers and Western meets all stringent state and federal drinking water requirements, which is detailed in our 2019 Water Quality Report available at wmwd.com/waterquality.

Western relies on its employees to provide a reliable, safe, high-quality water supply to nearly 1 million Riverside County residents through wholesale or direct customer connections. As such, basic precautionary measures have been implemented internally to ensure the timely and effective operation, maintenance and repair of our water system along with the supportive business systems.

To prepare, Western has developed a Coronavirus Disease (COVID-19) Pandemic Response Plan (plan) that integrates into our “all-hazards” approach to emergency management. An internal Business Continuity Team has been established to review and update the plan, prepare and implement action plans, and make sure Western is ready to respond effectively if necessary.

The plan outlines actions that start with early communication and updates on the spread of illness and impacts to water supply operations.

As Western continues to closely follow developments with the virus, staff remain committed to offering an exceptional user experience by pairing consistent delivery of safe, reliable drinking water with outstanding customer service.
For more information about Coronavirus, visit www.cdc.gov/coronavirus. For updates specific to Riverside County, visit Riverside County’s Public Health website, https://www.rivcoph.org/coronavirus. To learn more about Western’s water quality, visit www.wmwd.com/waterquality.

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Western Municipal Water District is one of the largest public agencies in Riverside County providing water and sewer services to nearly a million people, both retail and wholesale customers who live, work and play within 527-square miles in one of California’s most populous regions.