Western Municipal Water District declares local state of emergency

RIVERSIDE, CA – The Western Municipal Water District (Western) Board of Directors on Wednesday, April 1, adopted Resolution 3112 declaring a local state of emergency in response to the COVID-19 (Coronavirus) pandemic.

Today’s declaration of a local emergency grants general manager, Craig Miller, increased flexibility to make critical operational decisions and acquire vital financial, material, and human resources to support business continuity. This action ensures the essential water and wastewater (sewer) services that Western provides remain as reliable as ever.

The action does not mean that there is any risk to Western customers or threat to Western’s ability to continue delivering clean drinking water. Western’s water supply remains plentiful, safe and of the highest quality. Western’s wastewater collection and treatment service, as well as recycled water service remain fully operational.

“With the prolonged statewide stay-at-home order, it is critical that we implement additional safeguards for business continuity so that our communities continue to have the essential resource of clean, safe water. Our delivery systems remain unaffected by COVID-19 and you can count on us to keep the water flowing,” said General Manager Craig Miller.

Ongoing measures include, but are not limited to:

- Streamlining funding and coordinating resources
- Implementing a telecommuting policy for applicable staff to maintain business continuity
- Ensuring continuous water delivery and wastewater treatment and sewer service in rotating shifts

Western’s Board of Directors recently adopted a resolution to suspend all water service shutoffs due to non-payment and will not be imposing late payment penalty fees or interest until June 2020.

“With many of our customers facing financial uncertainty, we want you to know your water supply and sewer service are not something you need to worry about,” said Miller.

Additionally, Western is looking to customers to do their part to help maintain a healthy sewer to keep our wastewater system flowing.

Customers are being asked to avoid flushing anything that is not toilet paper. “Flushable” wipes, disinfectant wipes and baby wipes can create clogs in the sewer system. Flushing these materials can cause overflows and back-ups into homes, which ultimately create additional health care concerns. Remember the three P’s when flushing—pee, poo, and (toilet) paper.
Learn more about how Western is supporting customers during the Coronavirus pandemic at wmwd.com/Coronavirus. Learn more about Western’s water quality at wmwd.com/WaterQuality.

###

Western Municipal Water District is one of the largest public agencies in Riverside County providing water and wastewater (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. Learn more: wmwd.com.