



## NEWS RELEASE

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### **Tucson Water Actions on Covid-19 Prevention**

Due to the spread of the novel coronavirus and CDC recommendations for frequent hand-washing, effective immediately, and until further notice, Tucson Water will not disconnect potable water service for non-payment. Those currently disconnected will be re-connected. Customers will be responsible to pay for all water service received during this time and should continue to make payments of their Utility Services Bill to avoid a higher bill at a later date.

Customers are encouraged to pay via electronic payments, including Pay by Phone at (520) 791-3242 or online via computer or mobile device at <https://www.tucsonaz.gov/pay> as Tucson Water is making an effort to reduce the use of cash.

Tucson Water assures customers that their water is safe, and they should continue to use and drink water from their tap as usual. Tucson Water's treatment processes prevent viruses, including COVID-19, from contaminating the drinking water system.

According to the U.S. Environmental Protection Agency (EPA), COVID-19 has not been detected in drinking water in the United States. EPA and CDC are maintaining pages on COVID-19 and drinking water at the following links:

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>

EPA: <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>

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