

GRIZZLY FLATS CSD NEWSLETTER

APRIL 2020

March Water Charges

Due to snow, we were unable to read meters this month. All customers have been charged the base rate of \$66.41 on the water statement dated 3/31/2020. Next month, your bill will reflect volumetric charges for both March and April. Please don't be alarmed if your bill is a bit higher next month. If you have any questions, you can contact our office.

COVID-19 Pandemic Updates

- **Need help paying your bill?**

On March 4, 2020, California Governor Gavin Newsom declared a State of Emergency due to the COVID-19 pandemic. He then issued a "Shelter in Place" Order that required individuals to stay home except as needed for essential services.

GFCSD recognizes the financial impact many of our customers may face in the coming weeks or months as a result of the COVID-19 pandemic and that access to water for hygiene and sanitation needs is essential during this time.

If your household has been financially affected due to the pandemic and you are having trouble paying your water bill, contact our office for ways we can help.

- **Office Operations / Office Closure**

In order to protect the health and safety of the public, board members and GFCSD employees, all District facilities will be closed to the public until further notice.

We will be available to assist customers by phone at (530) 622-9626 or by email at gfwater@sbcglobal.net, during our normal business hours (Monday – Friday, 9:00 AM to 2:00 PM). Customers can also verify current account balances and usage online using the "Customer Web Portal."

Payments can be made in any of the following ways:

1. Mail payments to PO Box 250, Grizzly Flats, CA 95636.

2. Process payments from our website, www.grizzlyflatscsd.com. Links can be found at the bottom of our homepage. There are 2 options:

- The green "Pay Now" button at the bottom of our website's homepage (processed through Official Payments – \$2.95 flat convenience fee).
- The "Customer Web Portal" (processed through CUSI – convenience fee is \$2.50 or 2.5%, whatever is greater). You may set up an account or select "Quick Pay" to make a one-time payment.

3. During office hours, you can drop off a payment at the District office. Use the drop box that's to the left of our main door.

4. After business hours, you can drop off a payment in the green drop box at the bottom of our driveway (right hand side, near the gate post).

If you wish to receive a receipt, please include a note with your payment and we will mail or email a receipt once we enter it into the billing system. All cash payments will automatically receive a receipt.

- **Water System Operations**

GFCSD understands our customers' concern with regard to any potential impacts to the District's water supply from COVID-19. We want to assure you that your tap water is of the highest quality, safe to drink, and will continue to be provided.

According to the Centers for Disease Control COVID-19 is spread through human to human contact, not through tap water. In addition, we work to ensure that your water is free from any harmful pathogens, bacteria, or viruses by treating it through a multi-step process that includes filtration and disinfection. This process removes and kills pathogens, bacteria, and viruses, including COVID-19. We are constantly monitoring your water to ensure that it is free from any disease-causing agents.

The Environmental Protection Agency ([EPA](http://www.epa.gov)) recommends the continued use of tap water as usual. Washing your hands often for at least 20 seconds helps prevent the spread of COVID-19. For more information about COVID-19 and tap water, see the EPA's latest information at <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>.

In addition, be assured that your tap water will continue to be available. Water service has been designated as an essential service. We have adequate staff and supplies on hand to perform all water service related duties. To protect our employees' health and safety, we have implemented social distancing practices and are sharing ways to avoid the spread of illness, requesting that our employees stay home when any sign of illness is experienced. We have also implemented additional infection control measures including increasing frequency of workplace cleaning, canceling non-essential business travel, and utilizing teleconferencing in place of in-person meetings where feasible.

- **Volunteers**

The District has an amazing group of volunteers who help us each month with billing, meter reads and more. We have suspended all volunteer activities until further notice. We appreciate our volunteers and can't wait to see them again soon!

- **Board meetings**

Open access and transparency are essential to us as a public agency. Unfortunately, as a result of the COVID-19 pandemic, we have to abide by all orders issued by the Federal, State and County governments.

The Ralph M. Brown Act (Brown Act) are rules and regulations we follow for open meetings. California Governor Gavin Newsom issued Executive Order (EO) N-29-20 on March 17, 2020, which waives certain requirements of the Brown Act.

Specifically, N-29-20 waives the requirements that local public agencies (1) notice each teleconference location from which a board member will participate, (2) make each teleconference location accessible to the public, (3) allow the public to address the agency

from each teleconference location, (4) post the agenda at each teleconference location, and (5) ensure that a quorum of the board participate in locations within the boundary of the agency.

In addition Governor Newsom issued Executive Order N-33-20 on March 19, 2020 which orders all individuals living in the State of California to stay home or at their place of residence except as needed to maintain essential services.

For now, GFCSD Board meetings will be held by teleconference. The public is welcome to participate by phone. Instructions will be listed on each meeting's agenda. Agendas are posted on our website and at the Grizzly Flats Post Office no less than 72 hours prior to our regular board meeting and 24 hours prior to any special meetings. Our next regular meeting is scheduled for Thursday, April 9th at 6:30 PM.

You may also contact us and ask to be added to our "Agenda Request List". We will send you an agenda via email anytime the District has a meeting.

Members of the public are given the opportunity to address the Board, and their comments will be included in the audio recording of the meeting.

Meeting materials will be available on the District's website at www.grizzlyflatscsd.com or can be requested during normal business hours by email from gfwater@sbcglobal.net prior to the meeting.

Link to Executive Order N-29-20:

<https://www.gov.ca.gov/wp-content/uploads/2020/03/3.17.20-N-29-20-EO.pdf>

Link to Executive Order N-33-20

<https://covid19.ca.gov/img/executive-order-n-33-20.pdf>

We thank you for your cooperation while we do our part to help reduce the transmission of COVID-19.