

News Release

Mammoth Community Water District
PO Box 597, Mammoth Lakes, CA 93546
760-934-2596



FOR IMMEDIATE RELEASE: March 20, 2020

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UPDATE - MCWD's Response to COVID-19 (Coronavirus)

The Mammoth Community Water District is prepared and committed to provide uninterrupted water and wastewater services to our customers amid the COVID-19 pandemic

Mammoth Lakes, California – March 20, 2020 – The Mammoth Community Water District (District) is actively engaged in the constantly changing environment created by the COVID-19 pandemic. The District has well trained staff, robust infrastructure and current water treatment is effective at preventing the virus from being transmitted through our community's municipal water supply.

"We want to assure our customers they can rely on our service. We are prepared!" stated Mark Busby, General Manager.

The District has taken the following steps in response to the COVID-19:

- A Risk Minimization and Outbreak Response Plan with tiered planning has been developed and has been implemented for District staff to maintain all operations.
- Encourage District customers to use electronic means of communication rather than come to our office in person.
 - Phone 760-934-2596 (we have staff to answer your call during business hours)
 - Website – <https://www.mcwd.dst.ca.us>
 - Email (email addresses can be obtained by phone or on our website)
- Electronic bill pay is encouraged:
 - Automatic draft from checking account on the 20th of each month:
<https://mcwd.dst.ca.us/assets/autodraftauthform.pdf>
 - Online payments by credit or debit card:
<https://www.paymentservicenetwork.com/Login.aspx?acc=RT25030>
 - Credit or debit card payments by phone: 877-885-7965
- The District is able, per our code, to provide flexible payment options to customers experiencing financial hardship. Contact the District's Finance Department at 760-934-2596.
- In support of our community, acknowledging the potential hardship that we all will face as result of COVID-19, the Board of Directors waived increases to connection fees for one year.
- We want to remind our customers not to flush disinfecting wipes, this includes wipes labeled 'flushable'. Wipes do not break down and cause clogs in pipes, leading to sewer backups and overflows.

The District recognizes the essential need of our service and remains committed to providing our customers with water and wastewater throughout this pandemic. Please contact the District with any questions or concerns at 760-934-2596.