



## City of Calistoga

# PRESS RELEASE

**For Immediate Release**  
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**(707) 942-2828**

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**City Engineer**

### **No Impacts to Water Service Despite Office Closures and Shelter at Home Order**

Your water is safe to drink. The City's water utility staff continue to operate and maintain the water system to deliver clean, safe and reliable water to the community. Our existing water treatment and disinfection processes keep your water safe from bacteria and viruses, including the coronavirus.

During the Shelter at Home order in Napa County, you will continue to see City water employees in the community conducting normal business to operate and maintain the water system such as:

- meter reading and customer service calls (staff will not enter homes)
- annual water main flushing
- leak repairs
- normal water quality sampling in neighborhoods (we sample dozens of locations throughout the distribution system multiple times every month)
- maintaining pump stations, tanks, valves and fire hydrants

While doing this work, we have been and will continue to follow the Center for Disease Control and Napa County Health's guidelines for social distancing, washing and sanitizing our hands, increasing the frequency of sanitizing our surfaces, minimizing human traffic amongst operational areas, and increasing our use of cyber and teleconference meetings. Please help us to ensure reliability of your water service by maintaining social distance from our staff as they continue to provide water service.

We have also made some changes to our services, including:

- The water bill payment center at City Hall is closed. You may pay your bill via mail, at the drop box to the left of the front door, by credit card calling 942-2801, or online by visiting our website at <https://tinyurl.com/calistogabillpay>. If you have questions about your water bill, please call 942-2801.
- The main Public Works Department office is closed to the public. Please call 942-2828 for staff to assist you over the phone.
- We will avoid shutting off water for normal maintenance activities, however in the event of an unforeseen leak or other issue that causes an interruption in water service to an area, rest assured our highest priority is to fix the problem and restore water service as quickly as possible.
- We have suspended indoor home water conservation surveys.