



Dear Customers,

Our top priority is the health and well-being of our Community, including our customers and staff. To that end, Rialto Water Services is continuing to track and monitor the rapidly evolving developments of COVID-19. We recognize our customers count on the essential services Rialto Water Services provides and are making every effort possible to ensure we provide safe and efficient water and wastewater services to our Community.

As part of our efforts to protect our Community, we will be following the guidance made by officials, including the Centers for Disease Control and Prevention (CDC) and San Bernardino County Public Health Department, to practice good hygiene and social distancing as precautionary measures. In addition, our Customer Service office will be closed for walk-in service until April 6, 2020, and may be extended.

To ensure seamless customer service and operations, the following services will continue to be available for inquiries, start/stop services, to manage and pay accounts, and for billing and service questions:

- Visit rialtowater.com to view your bill or pay online.
- Access the automated payment system (available 24 hours a day/7 days a week) - (909) 820-2546
- PayNearMe (Cash only) - with the barcode on your bill at 7-Eleven, CVS & Family Dollar
- Mail payments to Rialto Water Services, P.O. Box 60450, Los Angeles, CA 90060-0450
- Call Center, available Mondays through Fridays 8:00 AM – 5:00 PM at (909) 820-2546

If you're experiencing financial hardship due to COVID-19, please contact our Call Center at (909) 820-2546. We are ready to support our customers by:

- Offering payment arrangement or deferment to assistance with paying your bill
- Waiving late payment penalties and not disconnecting services until further notice.

Please remember, delivering water safely and reliably is our primary goal and the Coronavirus has no impact on the quality or supply of tap water. Throughout the San Bernardino Valley, your tap water is available, plentiful and safe. We do not expect COVID-19 to disrupt service to customers or affect water quality. In California, tap water must be treated to the highest water quality standards as set by the U.S. Environmental Protection Agency and the State Water Resources Control Board. Utilities often must respond to extreme conditions and disasters, while ensuring essential services are uninterrupted. We take this responsibility very seriously and with the uncertainty surrounding COVID-19, we want to make sure our customers have access to the services they need to help maintain their health and safety.

We encourage you to stay informed and stay safe with accurate information from resources like:

- City of Rialto at <https://www.yourrialto.com>
- San Bernardino County at <http://wp.sbcounty.gov/dph/coronavirus/>
- California Department of Public Health at <https://www.cdph.ca.gov/>
- Centers for Disease Control and Prevention at <https://www.cdc.gov/>
- World Health Organization at <https://www.who.int/>

Sincerely,
Rialto Water Services