



Dear Customers,

As a valued member of the Rialto Water Services community, your health and well-being, including our office and field employees, is our top priority.

Rialto Water Services and its partners continue to track and monitor the developments of COVID-19 from the Federal, State, and Local government level as well as from the leading health authorities. We are working closely with City of Rialto Administrators to assure the safe and effective business continuity of water and waste water related services and resources.

Our field personnel will be practicing social distancing, which is to stay six feet away from others while working, and adhering to hygiene recommendations as precautionary measures. Our Customer Service office will be closed until further notice.

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:

- o Visit rialtowater.com to view your bill or pay online.
- o Access the 24/7 automated payment system- 909- 820-2546
- o PayNearMe (Cash only) -With the barcode on your bill at 7-Eleven, CVS & Family Dollar
- o Mail payments to P.O. Box 60450, Los Angeles, CA 90060-0450
- o Call Center, M-F 8a-5p 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 residential and commercial customers by:

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

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

- <https://www.yourrialto.com/city-hall/departments/fire-department/covid-19-corona-virus>
- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)
- [California Department of Public Health](#)

Sincerely,

Rialto Water Service &
City of Rialto Utility Authority.