

P.O. Box 460 (81502)  
2190 H 1/4 Road  
Grand Junction, CO 81505



Office: (970) 242-7491  
Fax: (970) 242-9189  
www.utewater.org

March 17, 2020

Dear Valued Ute Water Stakeholder,

As a public utility that has become an integral factor of over 85,000 Grand Valley residents' everyday lives, Ute Water Conservancy District (District) has been closely monitoring the coronavirus (COVID-19) on an international, national, and now, local scale. The District has always considered the health and safety of our customers and employees a top priority and we are confident in our ability to continue to do so while providing clean, safe domestic water services to our customers.

The District has actively monitored and will continue to monitor national and local reports regarding the evolving impact of COVID-19. We have received guidance and recommendations on how to protect our employees from contracting COVID-19 from Mesa County Health Department, the Centers for Disease Control (CDC), and the World Health Organization. At this time, we are not aware of any District employees contracting COVID-19. If there is an instance where an employee begins to develop symptoms associated with COVID-19 or any other illness, the District will implement expectations and special policies for employees to stay home while following the CDC's recommendations to protect the health and wellbeing of the employee as well as their families, co-workers, and our community.

**Effective March 17<sup>th</sup>, all office walk-in traffic will be diverted to our drive-up window until April 10<sup>th</sup>, in which we will re-evaluate.** This decision was made in an effort to take proactive and cautionary steps to do our part in preventing the spread of COVID-19. Should we need to make any announcements or provide updates regarding adjustments to our business operations, they will occur on our website ([www.utewater.org](http://www.utewater.org)), Facebook (Ute Water), and Twitter (@UteWater).

In consideration of the employees, customers, and other visitors who frequent our facilities, commonly touched surfaces, such as door handles, phones, keyboards, chairs, pens, countertops, and restrooms are being disinfected per the CDC's guidelines in order to help prevent the spread of COVID-19 and other illnesses. The District offers multiple options for payment that eliminate in-person interaction and **has temporarily waived the convenience fees associated with online and phone payments for these special circumstances:**

- Customers can use debit or credit cards online at [utewater.org/paymybill](http://utewater.org/paymybill)
- Customers can use debit or credit cards over the phone by calling 1-866-768-1732
  - *When prompted for the utility provider's zip code, you will want to use "81505".*

Payments can also be mailed in or dropped off at one of the following drop box locations found throughout the Grand Valley:

- City Market (Orchard Mesa, 32 Road, and Fruita)

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- Safeway (Redlands, Horizon Drive, and F Road)
- Ute Water Conservancy District (2190 H ¼ Road)

The District has taken the proper steps to ensure that water service will not be disrupted or impacted as a result of COVID-19. At this time, all departments are operating as normal. However, the District has identified the essential duties that are needed to continue water service to our customers and is prepared to adjust duties as needed as we learn more about COVID-19 and its evolution.

We are fortunate to have some of the best water professionals monitoring, testing, and ensuring that water provided from the District is safe and reliable, regardless of circumstances such as COVID-19.

With the health and safety of our community as a priority, the District is committed to doing our part to reduce the spread of COVID-19 and other illnesses, including providing clean, safe water for residents to wash their hands with!

Sincerely,

A handwritten signature in black ink, appearing to read "Larry C.", written in a cursive style.

Larry Clever  
General Manager  
Ute Water Conservancy District