



on the WaterFront

May/June 2020

MARIN WATER: SAFE AND RELIABLE

With the uncertainty surrounding the coronavirus, we want to assure you that your water supply continues to be safe to drink.

With the recent state and county public health orders requiring us to shelter-in-place in response to the COVID-19 crisis, it is understandable to see a high level of anxiety and uncertainty. These are uncharted waters, and we don't know what lies ahead.

But what we do know is this respiratory virus does not affect your drinking water—your water remains safe and reliable. Both the

Environmental Protection Agency's [guidelines](#) and the [Centers for Disease Control and Prevention's advisories](#) agree that this virus does not impact drinking water.

In preparing for any emergency, it is good to follow disaster preparedness guidelines that call for having a supply of bottled water at home. But there is no need to rely on bottled drinking water during this public health crisis. In fact, your tap water goes through

Customer Services

Customers can contact us during business hours, Monday-Friday from 8 a.m. to 4:15 p.m. via telephone, or email, USPS mail, and online at MarinWater.org. For customer service and billing, call 415.945.1400. For 24/7 water emergencies, please call 415.945.1500.

more rigorous health and safety standards than bottled water, and costs far less. We are also fortunate here in Marin to have locally sourced water, with the majority of it coming from our protected Mt. Tam watershed, and our water supply is treated, routinely tested,

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WE CAN HELP WITH YOUR BILL

Water is essential, and we are committed to ensuring your service is not interrupted during the COVID-19 health crisis.

Having trouble paying your bill? We understand that these are difficult times, and we're here to help. We offer options to help you lower your water bill payments, including income-based discounts and payment plans. We also offer discounts for those with medical needs. Rest assured, that during the COVID-19 crisis, we will not shutoff your water due to non-payment.

The income-based **Service Charge Waiver Program**, the **Medical Disability Discount**, and the adjusted **Capital Maintenance Fee** program provide qualified customers different ways to save on their bimonthly water bill. To learn more about our discounted rate programs and eligibility requirements, visit MarinWater.org/discounts or contact Customer Service at 415.945.1400.

OUR MISSION

Our mission is to manage our natural resources in a sustainable manner and to provide our customers with reliable, high-quality water at a reasonable price.

Board of Directors

Larry Bragman
Jack Gibson
Cynthia Koehler
Armando Quintero
Larry Russell

General Manager

Ben Horenstein

Board of Directors meetings are on the first and third Tuesdays of the month, at 7:30 p.m. Learn more at MarinWater.org.

REBATES

MORE WAYS TO SAVE

Looking for some easy ways to trim your water bill and help conserve our precious water resources? Consider taking advantage of these indoor and outdoor rebates that will help you save water and money. For details on our rebate programs and application forms, visit MarinWater.org/rebates or call 415.945.1527.



RAIN BARRELS & CISTERNS

All Customers
Up to \$0.50/gal of storage



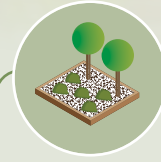
CLOTHES WASHERS

Residential Customers
Up to \$100



SMART IRRIGATION CONTROLLERS

Residential & Commercial
Up to \$100



LANDSCAPE YOUR LAWN

Residential & Commercial
\$1/sq ft of grass replaced

MARIN WATER: SAFE AND RELIABLE *(Continued)*

and monitored to ensure the highest quality. Water is essential—even more so during this pandemic when hand washing is one of the best ways to control this virus. As an essential business, the district continues to perform the work needed to deliver your water, and we have plans and protocols in place to keep your water flowing under any scenario.

Field crews comprise nearly 70 percent of our workforce. They respond 24/7 during emergencies and continue the work of repairing and maintaining our critical infrastructure. Our water treatment and water quality teams are also on the job. Keeping our employees safe is critically important. We've adopted strict safety protocols, including social distancing, additional safety equipment, disinfection of work areas, and revised work schedules. Effective in March, our administrative

and customer service offices in Corte Madera, and our watershed office in Sky Oaks, were closed to the public. But we continue to serve our customers. We have staff working remotely, answering customer phone calls and emails, keeping the public informed through our website and social media, and performing all of the work needed to see our customers through this difficult time. Our offices will reopen as soon as it is safe to do so.

We are in this together, and we all need to do our part. For us, that means making sure that you have safe, high-quality drinking water every time you turn on your tap.

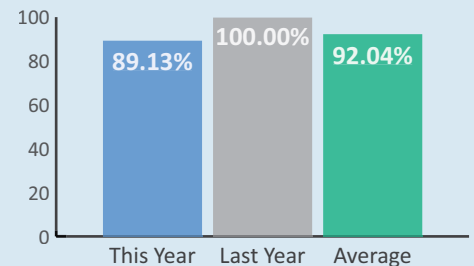
More information

www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater

www.cdc.gov/coronavirus/2019-ncov/php/water.html

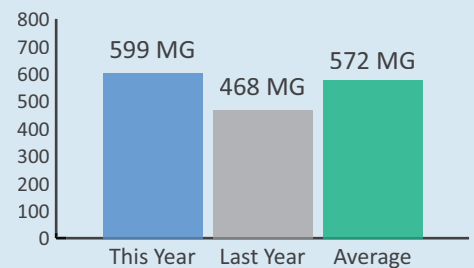
Storage

% of total storage capacity as of Apr 12



Usage

Total March water usage
(MG = millions of gallons)



Rainfall

Total inches of rainfall, July 1 to Apr 12

