

## COVID-19 and Drinking Water

**Q: Is drinking tap water safe?**

**A:** As always, your tap water is available, plentiful and safe. Rancho Water, along with the Environmental Protection Agency (EPA), recommends that its customers continue to use and drink tap water as usual. There is currently no evidence to support that COVID-19 is transmitted through drinking water. Rancho Water continues to meet all stringent state and federal drinking water standards ensuring safe drinking water for its customers.

Rancho Water provides drinking water from a blend of groundwater wells and imported surface water from the Metropolitan Water District of Southern California (MWD). Groundwater provides a natural filtration process which facilitates the removal of contaminants such as COVID-19. MWD utilizes a multi-barrier treatment process that is sufficient to physically remove, disinfect and chemically inactivate viruses, bacteria and other living organisms.

**Q: Is tap water safe for hand washing?**

**A:** Absolutely! Rancho Water recommends that its customers continue to use and drink tap water as usual. According to the CDC, washing your hands often with soap and water for at least 20 seconds helps prevent the spread of COVID-19.

**Q: What should I do if I am concerned about my drinking water?**

**A:** For more information about the quality of your tap water, view Rancho Water's [Annual Water Quality Report](#). You can also read the latest information on how the [CDC](#) and [EPA](#) are responding to water and wastewater concerns.

If you have additional questions about Rancho's water supply, please contact our water quality department at (951) 296-6965.

**Q: Everyone is buying bottled water for drinking, should I too?**

**A:** The EPA and Rancho Water recommend that its customers continue to use and drink tap water as usual. There has been no indication that COVID-19 will affect the reliability or supply.

## COVID-19 and Drinking Water Continued...

Q: What is Rancho Water doing to prepare for the pandemic?

A: Rancho Water is developing a Pandemic Continuity of Operations Plan (plan) which outlines the critical job functions that must be performed during a major incident. An internal Business Continuity Team has been established to review and update the plan, prepare and implement action plans and make sure Rancho Water is ready to respond effectively. If you have any questions you can visit our website or email our Public Information team at [publicinfo@ranchowater.com](mailto:publicinfo@ranchowater.com).

Q: If Rancho Water employees are sick or in quarantine how will that affect your ability to supply tap water?

A: We have plans in place to be able to continue supplying safe drinking water even during a pandemic. Rancho Water already provides drinking water to your home 24 hours a day, 7 days a week. We ensure the tap water is flowing, even at night when most people are sleeping. The spread of COVID-19 may necessitate changes in the way we interact, but it **does not change what we do**.

Our plan addresses how we will continue operations in the event of widespread staffing reductions. This includes cross-training employees, prioritizing critical functions and preparing our system and employees to function remotely. Our employees are prepared to respond and continue delivering the same high-quality tap water that we have been producing for over five decades.