

DATE: 03/19/2020

RELEASE: Immediate

CONTACT: Grace Cardenas
(951) 296-6933
(951) 365-9428
cardenasg@ranchowater.com

SUBJECT: During the COVID-19 Pandemic, Rancho Water Takes Action to Suspend Water Shutoffs, Late Penalties; Postpones Rate Increases and Closes their Lobby

Temecula, CA 03/19/2020 - Rancho Water District's Board of Directors (Rancho Water/District) took action today, March 19, 2020, during a Special Board Meeting to approve financial protections for customers affected by COVID-19. Beginning immediately, Rancho Water will be temporarily suspending water shutoffs due to non-payment and late payment penalty fees for all customers.

"We understand the economic hardship and health impacts our community is facing," said General Manager Jeff Armstrong. "To help our customers as much as possible, Rancho Water's Board of Directors took this vital step to ensure safe drinking water is available to the community during this difficult time."

For the health and safety of our staff and customers, Rancho is also closing its lobby for payments and other in-person services effective Friday, March 20, 2020 until further notice. Customers can still conduct business online by phone or via email.

Rancho customers have several ways to pay their bill without visiting district headquarters, which include:

- Online at myaccount.ranchowater.com
- Pay-by-phone at 951-296-6930
- Place your payment in the drop box outside our office front entrance at 42135 Winchester Rd.

Temecula

In addition to these measures, the Rancho Water Board has taken an additional proactive action to postpone rate increases that would have taken effect July 1, 2020. The Board will revisit budgetary discussions and have deferred any rate increases until Jan 2021.

To further the social distancing requirements set by the Riverside County Department of Public Health, the District will conduct future Board and Committee meetings using online or call-in options so the public can remain virtually engaged. The link will be available on RanchoWater.com before the meetings.

“Although this emergency necessitates changes in the way we do business,” said Armstrong. “It does not change our promise to deliver high-quality, safe drinking water to our customers each and every day.”

###

“The mission of the Rancho Water is to deliver reliable, high-quality water, wastewater and reclamation services to its customers and communities in a prudent and sustainable manner.”