

August 31, 2021

A Message to our Customers

During these uncharted times dealing with the Coronavirus (COVID-19) pandemic, our valued customers may have questions about the safety and continued availability of drinking water.

We at Central Elmore Water & Sewer Authority (CEW&SA) understand this is a stressful time for our community and for the households we serve. Please know that we are here for you and are committed to taking all steps necessary to maintain safe, reliable water service.

- You can continue normal use of tap water.
 - The U.S. Environmental Protection Agency (EPA) recommends that Americans continue to use and drink tap water as usual.
 - COVID-19 has **NOT** been detected in drinking water supplies.
 - According to the U.S. Centers for Disease Control and Prevention (CDC): “Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19.” The World Health Organization adds that the “presence of the COVID-19 virus has not been detected in drinking-water supplies and based on current evidence the risk to water supplies is low.”
 - Handwashing using tap water is critical to preventing the spread of COVID-19. CDC and other health organizations recommend frequent handwashing for at least 20 seconds each time. Up-to-date information from EPA on COVID-19 and water can be [found here](#).
- We are prepared to keep safe water flowing.
 - We are well-prepared to continue providing water service throughout this pandemic. We have staff and infrastructure in place to maintain water service around the clock to help keep families healthy, clean and hydrated.
 - We strongly encourage all customers to use our web-site www.cewsa.com to manage your CEW&SA account. If you need to pay a bill, please call 866-261-7608 or if you need speak to a Customer Service Representative, you may do so by calling the office at 334-567-6814.
 - We now have several other ways to pay without having to leave your home. We have online bill pay and a mobile app (MyCivic Utilities) where you can pay your bill.
 - The office will remain open to our customers. At this time, we will leave the lobby open for normal business. Most business should still be conducted over the phone, email, online, or at the drive-thru window.

Rest assured we will continue to carefully monitor this situation and provide you with any appropriate information that might affect you as a CEW&SA customer.

Chadwick Shaw, P.E.
Interim General Manager