



## **The Snoqualmie Pass Utility District is taking all steps necessary to provide safe and reliable water and sewer services for the duration of this emergency.**

### **TAP WATER IS SAFE AND AVAILABLE:**

The COVID-19 virus has not been detected in tap water. Standard procedures for tap water filtration, disinfection, and treatment remove or inactivate the virus. Bottled water is not required to meet the same standards as tap water, it's much more expensive, and both the manufacturing and resulting empty plastic bottles are terrible for our environment. Tap water is the safest, least expensive, and most environmentally sound way to remain hydrated.

### **SEWER SYSTEM RISK IS LOW:**

Current data suggests that standard municipal wastewater treatment practices are sufficient to inactivate coronaviruses. The CDC is reviewing all data on COVID-19 transmission pathways and believes the risk of transmission of the virus that causes COVID-19 through sewer systems is low.

### **DO NOT FLUSH WIPES!**

Please dispose of wipes in the garbage. The last thing you need during a public emergency is a clogged sewer and the resulting expensive repairs. "Flushable and disposable" wipes—including baby wipes, disinfecting "pop up" wipes, paper towels, and even small make-up remover wipes—are the #1 cause of a clogged sewer line. If you own your home, the cost of repairing a clogged sewer line is yours, not your utility district's.

### **CUSTOMER FINANCIAL RELIEF:**

In recognition of the pandemic's economic impact, the District is considering implementing financial relief for customers that may include waived late fees and deferred shut-offs.

### **BE INFORMED:**

The Washington State Department of Health (DOH) CDC has a website page dedicated to COVID-19. The Centers for Disease Control (CDC) has a specific FAQ page regarding COVID-19 and municipal water and sewer systems.

DOH link: <https://www.doh.wa.gov/emergencies/coronavirus>

CDC link: <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>



**STAY IN TOUCH:**

We want to be able to reach our customers with important updates and information. You can add your emergency contact information to your account by emailing us at [customercare@snopass.org](mailto:customercare@snopass.org), or calling us at 425-434-6600, or registering to receive E NEWS on our website at [www.snopass.org](http://www.snopass.org) or you can register your online payment portal and update your contact info.

**\*DISTRICT OFFICE IS CLOSED\***

For everyone's safety, we are keeping our front doors closed and locked. Please make payments using the online system, the drop box by the front door, or via U.S. mail.

**Payments:**

please use drop box, U.S. mail, or pay online via the District web site: [www.snopass.org](http://www.snopass.org)

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Facebook Page: [Snoqualmie Pass Utility District](https://www.facebook.com/SnoqualmiePassUtilityDistrict)

<https://www.facebook.com/groups/1824634617765690/>

For a water or sewer emergencies only: 206-676-1876