

Valparaiso's Drinking Water, Wastewater current Operations and Coronavirus

To minimize the risk of exposure to the coronavirus (COVID-19), VCU has initiated operational continuity plans to help provide additional stability and protection to our water, wastewater and customer service operations.

Drinking Water

- According to the Environmental Protection Agency (EPA), the COVID-19 virus has not been detected in drinking-water supplies and the risk to water supplies is low. Residents can continue to use and drink water from their tap as usual.
- Boiling your water is not required as a precaution against COVID-19.
- You may continue to use potable water to wash your hands and for consumption. According to the CDC, washing your hands often with soap and water for at least 20 seconds helps prevent the spread of COVID-19.
- You do not need to buy water or store drinking water. There are no indications that COVID-19 is in the drinking water supply or will affect the reliable supply of water.
- Valparaiso's public water supply meets or exceeds all EPA regulations for the treatment requirements for public water systems that prevent waterborne pathogens such as viruses from contaminating drinking water. Valparaiso's treatment process includes filtration and disinfectants that remove or kill pathogens before they reach your tap.
- Valparaiso has taken aggressive steps to enhance continual water production and to protect utilities staff.

Wastewater/Sewer

- Wastewater treatment plants treat viruses and other pathogens. COVID-19 is a type of virus that is particularly susceptible to disinfection. Standard treatment and disinfectant processes at wastewater treatment plants are expected to be effective.
- Please keep wipes out of the pipes. Even though wipes are labelled as 'flushable,' they are notorious for clogging pipes, causing sewer back-ups and creating major maintenance problems within Valparaiso's sewer system. Wipes should always be disposed of in a trash can — no exceptions.

Service and Billing

- After careful consideration, the VCU Business Office and drive up will be closed however our 24-hour drop box will remain open.
- If you have questions regarding your account or issues with service, we encourage customers to call our office at 219-462-6174 Monday through Friday between the hours of 8:30 am to 4:30 pm.
- VCU will suspend all water shutoffs and will not be assessing penalties during this time.
- You may call 219-462-6174 (press 1) to pay by phone. Have your VCU account number ready.
- We encourage customers to utilize our online system during this time at www.valparaisoutilities.org. Customers can make a payment or sign up for services from any mobile device, tablet or computer.
- All non-emergency, in-home appointments will be postponed until further notice. We will only be taking appointments for customers in need of immediate assistance, such as a burst pipe or sewer backups. Field crews will be utilizing recommended protective measures when engaging with the public.

Please Visit <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater> to learn more about the coronavirus and drinking water and wastewater.

Thank you

Valparaiso City Utilities