



11100 50th Street NE, Albertville, MN 55330
(763) 497-3611 Fax: (763) 497-4908

COVID-19 (Coronavirus) Information

What is Joint Powers Water doing to ensure customers are protected from COVID-19?

We are carefully monitoring the state and national advisories regarding COVID-19. We are also taking precautionary steps to protect the health of our employees and customers.

Please know that our friendly and knowledgeable Customer Service Team is still available to assist you by phone or by emailing donna.larson@veolia.com

During this time, Joint Powers Water will not be turning water off due to non-payment; however late fees will still be assessed as necessary.

Remember, the following options are always available to pay your bill and for most water account needs:

- (763) 497-3611 to make phone payments
- Visit <https://jointpowerswater.com/>
- Drop box located outside of our customer service office
- donna.larson@veolia.com for any account related questions

We have shared with our employees the preventative measures provided by the US Centers for Disease Control and Prevention (CDC) on how they can minimize the risk of catching COVID-19.

We have robust emergency operations and business continuity plans that include the possibility of a pandemic. We have already and will continue to update them for COVID-19, as necessary, to meet our service obligations to our customers and communities.

Is my drinking water safe?

Yes, your water is safe. Joint Powers Water provides drinking water from 7 groundwater wells and is disinfected utilizing proven treatment methods designed to prevent water borne pathogens such as viruses from contaminating drinking water.

According the World Health Organization (WHO) and the American Water Works Association (AWWA), current treatment methods used by Joint Powers Water in our water treatment plant are sufficient to disinfect water for contaminants, including COVID-19. Groundwater sources

would not be sources for COVID-19 and existing required testing throughout our distribution system requires a minimum chlorine residual to ensure water is clean and safe for consumption.

Should I be concerned about COVID-19 in my drinking water?

According to the CDC, the virus is thought to spread mainly from person-to-person in the following ways:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it, and then touching their own mouth, nose, or possibly their eyes. However, according to the CDC, “this is not thought to be the main way the virus spreads.”

Are you aware of any employees who have been exposed to COVID-19?

We are not aware of any suspected or confirmed cases of COVID-19 amongst our employees. If this were to change, we would work with state and local public health officials to address the issue and protect the health of employees and customers.

What if I or someone in my household has COVID-19 or cold or flu-like symptoms and I have a scheduled field service appointment?

Joint Powers Water has temporarily suspended all non-emergency in-home appointments until further notice. We are committed to the health and wellbeing of our employees and customers. Keeping our employees away from situations where the virus may be present will help to prevent the spread of COVID-19.

What options do you offer if I am unable to come to your office in person to discuss my account?

Our goal is to protect our employees and other customers who may enter our workspace. If you or someone you are associated with has recently traveled to one of the critical areas identified by the CDC as high risk for COVID-19—or has otherwise been diagnosed with or suspected of having COVID-19—we ask that you give us a call at (763) 497-3611 for any help with your account or water service.

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Where can I find more information on COVID-19?

More information is available from the [Centers for Disease Control](#), the [Environmental Protection Agency](#), the [World Health Organization](#), and the [Minnesota Dept of Health](#).

Additional Statements Regarding COVID-19 and Your Drinking Water

Center for Disease Control (CDC) Statement

The COVID-19 virus has not been detected in drinking water. 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.

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

Environmental Protection Agency (EPA) Statement

EPA encourages the continued use of tap water, as COVID-19 has not been detected in drinking water supplies. EPA has established regulations with treatment requirements for public water systems that prevent waterborne pathogens such as viruses from contaminating drinking water and wastewater. COVID-19 is a type of virus that is particularly susceptible to disinfection and standard treatment and disinfectant processes are expected to be effective.

<https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>

World Health Organization (WHO) Statement

The COVID-19 virus has not been detected in drinking-water supplies, and based on current evidence, the risk to water supplies is low. Conventional, centralized water treatment methods that utilize filtration and disinfection should inactivate the COVID-19 virus.

<https://www.who.int/publications-detail/water-sanitation-hygiene-and-waste-management-for-covid-19>