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## ALPINE SPRINGS COUNTY WATER DISTRICT

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**Directors:** Janet S. Grant, Jon Northrop, Evan Salke, Dave Smelser, Christine York  
**General Manager:** John M. Collins, P.E.

March 15, 2020

Dear Customer,

Like all of you, we are closely monitoring the coronavirus (COVID-19) threat and its impact on our community. We are committed to protecting the health of our employees so that the Alpine Springs County Water District (ASCWD) can continue operations to ensure we maintain your safe and reliable water and sewer service. We are here to serve you and our community during this unprecedented time, as together we address the health risks and safety measures posed by COVID-19. Based on the guidance provided by health officials, we have taken the following actions:

- Beginning Monday, March 16, our Administrative Office and Board Room will be closed to the public. This is to include our Administrative Offices at 270 Alpine Meadows Road. Please know our dedicated staff members will be working and available to assist you by phone (530) 583-2342 or by email at [info@alpinesprings.org](mailto:info@alpinesprings.org).
- For specific questions or concerns, please contact us at the appropriate number below, Monday through Friday from 9am to 3:00pm.
  - For Utility Billing/Payment Questions – (530) 583-2342 x3
  - For Sewer & Water Questions – (530) 902-3190
  - For Permitting/Inspections Questions – (530) 902-3190
  - For all other questions/inquiries – (530) 583-2342
  - For after-hours emergencies with your sewer and water service – (866) 696-9608

We appreciate your patience and cooperation during these challenging times. We will continue to work with federal, state and local authorities to ensure we are positioned to serve our customers. While there may be a lot of uncertainty surrounding COVID-19 and its effect on our daily lives, one thing is certain: the ASCWD will continue to be here to serve our community.

Sincerely – ASCWD Staff