



A Letter to Customers of Centennial Water & Sanitation District

On behalf of our dedicated employees, I would like to reassure our Centennial Water customers that we are here to serve you and your family in these unprecedented times. We take our mission to provide safe, sustainable, and reliable water and wastewater utility services to our customers very seriously. As COVID-19 affects a growing number of people in our community, we developed and implemented the following actions to ensure our system continues to provide clean and safe drinking water to our customers.

- We are working with federal, state and local public health agencies to closely monitor the COVID-19 (Coronavirus) situation. We are taking the appropriate steps to keep our community and staff safe.
- Our operations staff continues to work 24/7 to deliver the same water and wastewater services we have for over 35 years. Our water is safe to drink, meeting or exceeding all federal and state standards, with our water quality lab performing more than 25,000 system-wide tests annually.
- We have operations and customer service staff available to continue delivering the essential services you expect.
- The Customer Service office is closed to the public; however, customers have many ways to interact with a water billing representative and pay their water bills, including online payment, pay-by-phone, and a secure drop box at the Hendrick Office Building, located at 62 Plaza Drive in Highlands Ranch. **Please do not use the drop box for cash payments after 5 p.m.** Visit <https://centennialwater.org/account-information/bill-payment/> or call 303-791-0361 for more details.
- Centennial Water has suspended water service disconnects to customers for lack of payment of their water bill until further notice. If you are having difficulty paying your bills, contact us and we will arrange a payment plan that works for you.
- We will continue to respond to customer inquiries and emergencies, however, we are temporarily suspending all in-home services. We'll be glad to provide assistance and resources over the phone. Please call 303-791-2185 with any questions you may have.
- For our upcoming inclusion election on May 5, 2020, we encourage registered voters to request an absentee ballot. Ballot applications can be found on our website at <https://centennialwater.org/about-centennial-water/2020-inclusion-election/>.
- Please refrain from flushing anything down your toilet but human waste and toilet paper. Other items (e.g. paper towels, disposable wipes, etc.) may clog your sewer lateral and cause sewage to backup into your home.

In closing, please know that Centennial customers should see no change in the quality or reliability of the water and wastewater services that we have traditionally delivered to the community. We are confident that all of the essential services provided by Centennial Water will continue during these challenging times.

All the best to you and your families.

A handwritten signature in black ink, appearing to read "John M. Kaufman".

John M. Kaufman
General Manager
Centennial Water & Sanitation District serving Highlands Ranch