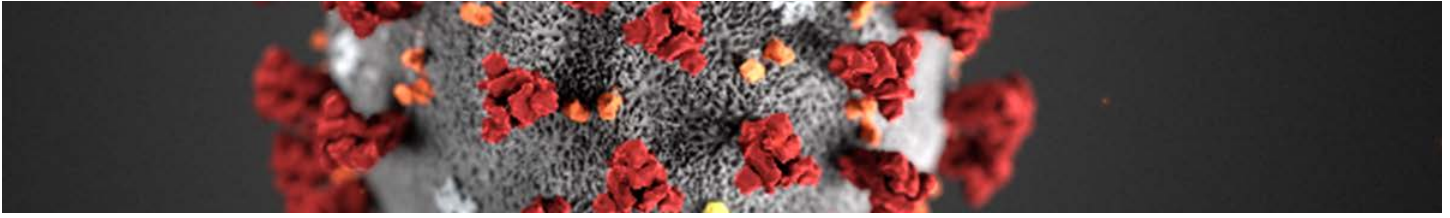


## COVID-19



The Service Authority is continuously monitoring reports about the spread of Coronavirus Disease 2019 (COVID-19), which has been detected in Virginia.

The Service Authority's drinking water treatment plant uses multiple barriers in the water treatment processes that provide protection from COVID-19. Disinfectants used to treat drinking water, like chlorine, are effective in inactivating COVID-19. Transmission of the virus is not a risk in treated drinking water and, according to the Centers for Disease Control (CDC), the virus has not been detected in drinking water.

In order to be prepared for an outbreak of COVID-19, the Service Authority has prepared staff to assure continuity of operations. In addition, we continually inventory and procure critical parts, equipment, chemicals, fuel and supplies to increase operational resiliency. We are committed to and anticipate we will continue providing uninterrupted service and drinking water that meets federal and state standards to our customers while also protecting our employees' health and safety.

HCSA will conduct business as usual and our offices are open during regular business hours. However, for the next three weeks and out of an abundance of caution, we will be limiting our Field Staff visits to customers' homes as much as possible, unless it is an emergency.

Customers can access additional information about COVID-19 as it relates to drinking water and wastewater via the links below:

- [Centers for Disease Control and Prevention Water Transmission and COVID-19](#)
- [Environmental Protection Agency Coronavirus and Drinking Water and Wastewater](#)