

RWC Response to COVID-19

May 5, 2020

To help all of our customers going through a difficult time and keep our customers safe during the COVID-19 pandemic, we implemented the following:

- **Extended payment option** with our Customer Service Staff to assist and set up the plans. (This is also available for anyone who has had a payment plan in the past 12 months.)
- **RWC has placed a moratorium on late fees and discontinuing service shut offs until May 31, 2020**

To minimize the risk of exposure to the coronavirus (COVID-19), we are continuing with social distancing to help provide stability to our operations to provide water service to your homes and businesses.

RWC is encouraging customers to utilize online payment services and other self-service options instead of visiting the customer lobby. **LOBBY IS CLOSED UNTIL May 10, 2020**

Customers can pay bills online thru our website, drop off payments at our drive up drop box on the SW side of the building or walk up drop off on the NW corner of the building located at 10017 E 63rd St. or call to set up payment arrangements, stop or start new service. Payments can also be made by phone.

RWC continues to monitor situational updates provided by the Center for Disease Control (CDC), World Health Organization as well as other state and federal organizations. We are continuously evaluating the situation and the latest developments to determine how we can adopt and amend measures as needed to support our customers, community we serve and our employees.

For additional information about the coronavirus and drinking water please visit:

- Environmental Protection Agency- Americans can continue to use and drink water from their tap as usual. <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater#main-content>
- The World Health Organization (WHO) <https://waterfm.com/water-treatment-practices-effective-against-covid-19-who-says/>
- Centers for Disease Control and Prevention <https://www.cdc.gov/coronavirus/2019-ncov/index.html?cmp=eml-AmtrakCovid19CorpCommEmailCDCLink-March2020-AGR-Program>

As always, thank you for your trust in Raytown Water Company as we continue to provide you safe and adequate drinking water. *"Together, we will get thru this."*

Neal S. Clevenger
President/General Manager

*Sent With Bills
on Back of
" RWC RESPONSE to COVID-19*

Coronavirus Disease 2019 (COVID-19)

Water Transmission and COVID-19

Drinking Water, Recreational Water and Wastewater: What You Need to Know

Can the COVID-19 virus spread through drinking water?

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.

Is the COVID-19 virus found in feces?

The virus that causes COVID-19 has been detected in the feces of some patients diagnosed with COVID-19. The amount of virus released from the body (shed) in stool, how long the virus is shed, and whether the virus in stool is infectious are not known.

The risk of transmission of COVID-19 from the feces of an infected person is also unknown. However, the risk is expected to be low based on data from previous outbreaks of related coronaviruses, such as severe acute respiratory syndrome (SARS) and Middle East respiratory syndrome (MERS). There have been no reports of fecal-oral transmission of COVID-19 to date.

Can the COVID-19 virus spread through pools and hot tubs?

There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.

Can the COVID-19 virus spread through sewerage systems?

CDC is reviewing all data on COVID-19 transmission as information becomes available. At this time, the risk of transmission of the virus that causes COVID-19 through sewerage systems is thought to be low. Although transmission of COVID-19 through sewage may be possible, there is no evidence to date that this has occurred. This guidance will be updated as necessary as new evidence is assessed.

SARS, a similar coronavirus, has been detected in untreated sewage for up to 2 to 14 days. In the 2003 SARS outbreak, there was documented transmission associated with sewage aerosols. Data suggest that standard municipal wastewater system chlorination practices may be sufficient to inactivate coronaviruses, as long as utilities monitor free available chlorine during treatment to ensure it has not been depleted.

Wastewater and sewage workers should use standard practices, practice basic hygiene precautions, and wear personal protective equipment (PPE) as prescribed for current work tasks.

Should wastewater workers take extra precautions to protect themselves from the COVID-19 virus?

Wastewater treatment plant operations should ensure workers follow routine practices to prevent exposure to wastewater. These include using engineering and administrative controls, safe work practices, and PPE normally required for work tasks when handling untreated wastewater. No additional COVID-19-specific protections are recommended for employees involved in wastewater management operations, including those at wastewater treatment facilities.

RWC Response to COVID-19

April 24, 2020

To help all of our customers going through a difficult time and keep our customers safe during the COVID-19 pandemic, we implemented the following:

- **Extended payment option** with our Customer Service Staff to assist and set up the plans. (This is also available for anyone who has had a payment plan in the past 12 months.)
- **RWC has placed a moratorium on late fees and discontinuing service shut offs at this time.**

We will continue to evaluate this moratorium as more information becomes available.

To minimize the risk of exposure to the coronavirus (COVID-19), we are continuing with social distancing to help provide stability to our operations to provide water service to your homes and businesses.

RWC is encouraging customers to utilize online payment services and other self-service options instead of visiting the customer lobby. **LOBBY IS CLOSED UNTIL FURTHER NOTICE.**

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As always, thank you for your trust in Raytown Water Company as we continue to provide you safe and adequate drinking water. *"We are all in this together."*

Neal S. Clevenger
President/General Manager

Raytown Water Company and COVID-19

March 27, 2020

The health and safety of our customers, community and employees is Raytown Water Company (RWC) top priority. We provide an essential service that is critically important and much like many other companies in the U.S., RWC has established a coronavirus preparedness plan.

To minimize the risk of exposure to the coronavirus (COVID-19), we have initiated our business continuity plan to help provide stability to our operations to provide water service to your homes and businesses.

In effort to keep our customers safe during the COVID-19 pandemic, RWC will be placing a moratorium and discontinuing service shut offs at this time. We will continue to evaluate this moratorium as more information becomes available.

RWC is encouraging customers to utilize online payment services and other self-service options instead of visiting the customer lobby. **LOBBY IS CLOSED UNTIL FURTHER NOTICE.**

Customers can pay bills online thru our website, drop off payments at our drive up drop box on the SW side of the building or walk up drop off on the NW corner of the building located at 10017 E 63rd St. or call to set up payment arrangements and stop service. Payments can also be made by phone.

RWC continues to monitor situational updates provided by the Center for Disease Control (CDC), World Health Organization as well as other state and federal organizations. We are continuously evaluating the situation and the latest developments to determine how we can adopt and amend measures as needed to support our customers, community we serve and our employees.

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As always, thank you for your trust in Raytown Water Company as we continue to provide your safe and adequate drinking water.

Neal S. Clevenger
President/General Manager

Raytown Water Company and COVID-19

March 16, 2020

The health and safety of our customers, community and employees is Raytown Water Company (RWC) top priority. We provide an essential service that is critically important and much like many other companies in the U.S., RWC has established a coronavirus preparedness plan.

To minimize the risk of exposure to the coronavirus (COVID-19), we have initiated our business continuity plan to help provide stability to our operations to provide water service to your homes and businesses.

In effort to keep our customers safe during the COVID-19 pandemic, RWC will be placing a moratorium and discontinuing service shut offs at this time. We will continue to evaluate this moratorium as more information becomes available.

RWC is encouraging customers to utilize online payment services and other self-service options instead of visiting the customer lobby. Our lobby will remain open for customers who need to complete application to start water services.

Customers can pay bills online thru our website, drop off payments at our drive up drop box on the SW side of the building or walk up drop off on the NW corner of the building located at 10017 E 63rd St. or call to set up payment arrangements and stop service. Payments can also be made by phone.

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As always, thank you for your trust in Raytown Water Company as we continue to provide your safe and adequate drinking water.

Neal S. Clevenger
President/General Manager

The Raytown Water Company

10017 E. 63rd Street, Raytown, MO 64133

SENT WITH 1st LATE NOTICE
Phone (816)356-0333 Fax (816)356-0331

Dear Valued Customer:

We understand that the economy has been tough the past year and that many customers may need assistance in paying their daily cost of living expenses for food, shelter and clothing and including utility bills. Below is a list of local organizations which may be able to assist you with your financial need.

<u>REAP (Raytown Emergency Assistance Program)</u> 9300 E 75 th St Raytown MO 64133 Phone: (816) 356-0054 + Appointments only + No clients seen on Fridays	<u>United Way of Greater Kansas City</u> 1080 Washington Street Kansas City, MO 64105 Phone: 211 United Way (816) 474-5112
<u>Bishop Sullivan Center</u> 6435 Truman Road Kansas City, MO 64126 Phone: (816) 231-0984 fax: (816) 231-3096	<u>Jackson County</u> <u>CAAGKC Administratvie Office</u> 6323 Manchester Ave. Kansas City, MO 64133 Phone: (816) 358-6868
<u>Salvation Army</u> Phone: (816) 833-8881	<u>St Bernadette Church</u> Phone: (816) 356-3701
<u>City Union Mission</u> 1100 E 11 th St Kansas City, MO Phone: (816) 474-9380	<u>Guadalupe Center</u> 1015 Avenida Cesar Chavez Kansas City, MO Phone: (816) 421-1015

If you receive assistance and will not be able to make your payment **prior to the service interruption date**, please contact our office and provide us with a **written confirmation** from whomever you will be receiving your financial assistance from so that we may notate your account accordingly.

NOTE: NO Arrangements can be made once service is interrupted. Total amount due on the account including applicable fees will need to be paid prior to restoration of water service.

Sincerely,
The Raytown Water Company

RWC - Application for Payment Plan 2020 -COVID

Terms and Conditions:

Maximum term of payment plan is not to exceed 12 months (approval required) and is due each month with your regular bill, unless otherwise stated in payment plan. The \$6.50 administrative fee is waived for this Payment Plan due to COVID-19. **Failure to keep payments per plan agreement will nullify this payment plan and result in disconnection of service. Additional fees may be incurred and deposit may be required.** **Initials** _____

If service is disconnected for failure to keep payment arrangement, the total balance due, in addition to all applicable fees or late payment charges must be paid in full in the form of certified funds or by credit/debit card prior to restoration of service. All debit/credit card transactions are subject to a third party processing fee. **Initials** _____

Account # _____ **Date:** _____

Name(s) _____

Service Address: _____

Mailing Address: _____

Email Address: _____

Home Phone: _____ **Work Phone:** _____

Cell Phone: _____ **Emergency Phone:** _____

Amount to be on payment plan/installment _____ \$ _____

Terms in Months: _____ **Amount to be paid each month in addition to Regular monthly bill** _____ \$ _____

First Payment Due Date: _____ **Last Payment Due Date:** _____

Reason for Hardship (attach additional sheet as needed and supporting documentation ie: medical.)

I accept the above terms and conditions and agree to abide by the payment plan.

Applicant (1)

Applicant (2)

Raytown Water Company Representative
10017 E. 63rd Street, Raytown MO 64133

Date
(Not valid unless signed by RWC Personnel)

MEDICAL CUSTOMER APPLICATION

ACCEPTANCE INTO THE MEDICAL CUSTOMER PROGRAM DOES NOT GUARANTEE CONTINUOUS WATER SERVICE. CUSTOMERS WHOSE SERVICE IS CRITICAL FOR LIFE SUPPORT SHOULD MAKE PRIOR EMERGENCY ARRANGEMENTS TO ACCOMMODATE THE MEDICAL PATIENT IN CASE OF WATER INTERRUPTIONS.

TO BE FILLED IN BY CUSTOMER

CUSTOMER NAME _____ ACCOUNT NUMBER _____

STREET ADDRESS _____ CITY & STATE _____ ZIP CODE _____ HOME /WORK _____

PATIENT'S NAME _____ BIRTHDATE _____ PHYSICIAN'S NAME & PHONE _____

Authorization: I hereby authorize release of any medical information that is pertinent to my qualifying as a medical customer with Raytown Water Company (RWC) By signing below applicant acknowledges the accuracy and truth of the information provided.

SIGNATURE OF PATIENT OR LEGAL GUARDIAN _____ DATE _____

TO BE FILLED IN BY PHYSICIAN

PLEASE RESPOND TO THE FOLLOWING ISSUES: Is the patient bedfast? YES ___ NO ___

Nature of Ailment _____

What type of water-powered medical equipment is required? _____

Is continuous use of the water equipment necessary? YES ___ NO ___ If yes, Why? _____

Is there back-up equipment available in case of water interruption? YES ___ NO ___

What is the frequency of use for this equipment? _____

Is the patient's condition temporary? YES ___ NO ___ If yes, estimated time when condition would warrant removal from medical customer list. _____

Additional Comments: _____

PHYSICIAN'S SIGNATURE _____ OFFICE ADDRESS _____

PHYSICIAN'S NAME (Please Print) _____ DATE _____ CITY, STATE, ZIP CODE _____

For Raytown Water Company Use Only	APPROVED _____	DENIED _____
BY _____	DATE _____	
COMMENT: _____		

Questions?

Please contact Customer Service via:

Telephone: 816-356-0333
Fax: 816-356-0331

MAIL: Raytown Water Company

Attn: Customer Service
10017 E. 63rd St.
Raytown, MO 64133

E-mail: customer@raytownwater.net
Website: raytownwater.net