



79-050 Avenue 42, Bermuda Dunes CA 92203
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March 25, 2020

COVID-19 UPDATE

Dear Customers:

The situation with the coronavirus (COVID-19) continues to develop and is having a significant impact on our customers and our communities. Myoma Dunes Water Company (MDWC) wants to reassure you and let you know what we are doing to continue to providing essential services to our customers while reducing risks to our employees and our customers based on recommendations from the California Department of Public Health, the Centers for Disease Control and Prevention and local public health officials.

First and foremost, MDWC wants to assure you that we are fully staffed and well prepared to continue to provide your residential and commercial water needs. **However, the Office Lobby will remain closed to the public until further notice.**

We know COVID-19 is creating financial hardship for some of our customers, and we're committed to making sure they have water during this uncertain time. **To help, MDWC will not disconnect water service to any customers for non-payment and temporarily waiving customer late fees, until further notice. Customers who are behind on payment will still owe MDWC for services provided, however they will not be disconnected during this state of emergency.**

Furthermore, if you are struggling to pay your water bill due to financial hardships stemming from the coronavirus, please contact MDWC at 760-772-1967 to make payment arrangements.

Myoma is asking that payments:

- be mailed to the office
- be dropped in the payment box outside at the entrance to the office
- called in to the phone payment line at 1-855-899-8833
- or electronically paid through your bank or online at myomawater.com

Remember you can Always Skip the counter by using our website

If you haven't tried it yet, now is a great time to register your account for online billing and explore the payment options through our webshare program.

Thank you for your patience, as we all work together in these times.

Management

Myoma Dunes Water Company