A Message from Ross Valley Sanitary District to Our Customers Regarding COVID-19

Updated on March 23, 2020

The Marin County Public Health Officer, along with the Health Officers of five other Bay Area Counties, put a “shelter in place” order for all residents on March 16. “The goal of the order is to limit groups congregating together in a way that could further spread the virus, it is not complete social shutdown. You can still complete your most essential outings or even engage in outdoor activity, so long as you avoid close contact.”

Essential services that we all rely on will continue doing business. As an essential service, Ross Valley Sanitary District (RVSD) remains operational and is exempt from the health order. Other essential services in our communities include healthcare operations, grocery, convenience stores, farmers markets, gas stations, auto-repair, banks, mailing and shipping services, laundromats, restaurants (delivery or carry out only), office supply, construction trades, taxis, legal and accounting services.

Working to Keep You Safe

With the ongoing COVID-19 Pandemic, RVSD is working to update our customers on our services and reiterate that we remain focused on continuing to work every day, around the clock to safely protect and serve the public, our staff, and the environment.

- **District services are running smoothly.** Our staff are fully equipped and trained to comply with local, state, and federal safety and quality protocols for managing our sewer system. Our collection system and pumping equipment continues to operate normally.

- **Access to our public lobby and other facilities will be closed to the public and all non-essential visitors until April 7. Our offices will be closed for all business on Fridays.** We will continue to issue permits electronically via info@rvsd.org

- **We are will continue to deliver services wherever possible by appointment (if required), but generally by telephone and digitally, until a more appropriate time.** To minimize contact, please continue to communicate with us by phone at (415) 259-2949, by email to individual staff members, or at Info@rvsd.org, or online at www.rvsd.org.

- **All non-essential, meetings, inspections, site visits, etc. for District staff are cancelled or rescheduled until conditions change and they can be safely rescheduled.**

- **Please discard wipes, paper towels and similar products in the trash, not the toilet.** Flushing these items down toilets will clog sewers and cause backups and overflows in streets and at wastewater treatment facilities, creating a public health risk. We have seen an increase in towels, wipes, and rags getting into the system over the last few weeks.

www.RVSD.org
Go here and also refer to the information links below to learn more about what you should do with “flushable” wipes and similar items.

- Avoid Fatbergs! Don’t Flush Wipes Due to Virus, California Says
- California Issues Warning about Disinfecting Wipes
- State Water Resources Control Board (SWRCB) News Advisory to NOT Flush Wipes
- Disinfecting Wipes Being Flushed Down Toilets Causing Major Pipe Problems

- If you have a public sewer emergency, such as a manhole overflow, leaking pipe or smell or see sewage on the ground, please contact us immediately for 24-hour response at 415-259-2949. If you have a private property sewer emergency please click here to check the California Department of Consumer Affairs Contractors State License Board (CSLB) for information before you hire a plumbing contractor.

- Make sure any plumber you hire for a private property sewer emergency is familiar with District policies and programs. The District will continue to coordinate its response with local partner agencies, Marin County Health and Human Services, and the State Office of Emergency Services (CalOES) through the California Utilities Emergency Association (CUEA).

Additional Resources:

- Marin County Health and Human Services – FAQ for COVID-19
- The Centers for Disease Control (CDC) and Federal Occupational Health and Safety Administration (OSHA) - COVID-19 Guidance for Water/Wastewater Systems
- California Water Board – Don’t Flush Your Wipes News Advisory

THANK YOU!