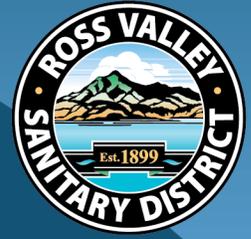


## ***A Message from Ross Valley Sanitary District to Our Customers Regarding COVID-19***

Updated on March 30, 2020



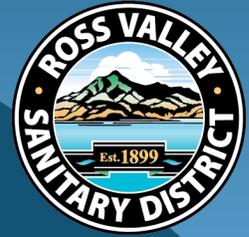
A [“shelter in place” order](#) was put in place by health officials for all residents in Marin, and other Bay Area Counties on March 16. As an essential service, Ross Valley Sanitary District (RVSD) remains operational and is exempt from the health order.

RVSD staff are committed to continue our daily operations and maintenance of approximately 200 miles of collection sewer lines and 19 pumping stations which collect, pump, and transport approximately four million gallons of wastewater per day – all to safely protect public health and the environment while also respecting the Governor’s Orders, including social distancing and frequently washing our hands.

### ***Working to Keep You Safe***

Our collection system, pumping equipment, and District services continue to run smoothly. Staff are fully trained and equipped to comply with local, state, and federal safety and quality protocols for managing our sewer system. Public works projects are continuing in all Ross Valley communities. Please remember to always read notices from your public works department – especially now. Additional customer information includes:

- **You can help the community sewer system by flushing only toilet paper.** Wipes, paper towels, rags and shop towels do not break down and can clog your home’s pipes and contribute to clogs and overflows in the public sewer system. In addition, there may be new chefs cooking in your kitchen (kids in particular!) who could benefit from the videos and information we have on FOG: Fats, Oils & Grease – which should not be poured down the drain! Go online to our website [Sustainability page](#) to see all our videos. Be sure to share this information with others.
- **Access to our public lobby and other facilities is now closed to the public and all non-essential visitors until further notice.** We continue to issue permits, schedule essential inspection appointment, and process grant and loan applications electronically via [info@rvsd.org](mailto:info@rvsd.org) on Mondays through Thursdays. Our offices will be closed for all business every Friday.
- **All non-essential, meetings, inspections, site visits, etc. for District staff are cancelled or rescheduled until conditions change and they can be safely rescheduled.** We continue to deliver services wherever possible by appointment, but generally by telephone and digitally, until a more appropriate time. Please continue to communicate with us by phone at 415-259-2940, by email to individual staff members, by email to [info@rvsd.org](mailto:info@rvsd.org), or online at [www.rvsd.org](http://www.rvsd.org).



- In the likely event that the April 22 Board meeting is virtual, the public access link and call in information will be posted along with the [agenda posting here](#) the Friday before the meeting, April 17. This is in accordance with the most recent Governor's Executive Order regarding posting for public meetings.



[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!