

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

Updated on October 27, 2020

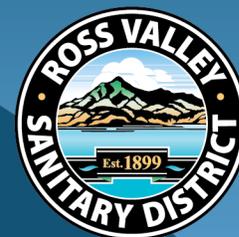
The March 16 [“shelter in place” order](#) put in place by health officials for all residents in Marin, and other Bay Area Counties was [updated on March 31](#). As an essential service, Ross Valley Sanitary District (RVSD) remains operational and its activities are allowed under the health orders.

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.

### ***Safety is a Top Priority***

Our fully trained staff are equipped to comply with local, State and Federal safety and quality protocols for managing the Ross Valley sanitary sewer system in your neighborhood. Every day, their work ensures our wastewater collection system, pumping equipment, and essential District services continue to run smoothly. Additional reminders to be aware of include:

- **Access to our public lobby and other facilities remains closed to the public and all non-essential visitors until further notice.** We continue to issue permits (by check only), schedule essential inspection appointments, and process grant and loan applications electronically via [info@rvsd.org](mailto:info@rvsd.org), Monday through Friday. Call 415-259-2949 for assistance.
- **All non-essential, meetings, inspections, site visits, etc. also continue to be 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- 259-2949, 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).
- **Please remember to 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 video on FOG: Fats, Oils & Grease, which should not be poured down the drain! Go to our website [Sustainability page](#) to see all of our current informational videos.



- 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.
- 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 information about COVID-19 can be found below:

- [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

ABOUT TAKE THE PLEDGE RESOURCES FATBERGS CONTACT

## Toilets Are **Not** Trashcans.

ONLY FLUSH THE 3 P's: PEE, POOP & TOILET PAPER

[Learn More](#)

### Flushing Wipes Clogs Pipes.

Flushing wipes and other products can clog your home plumbing, causing sewage backups into your home and expensive repairs to unclog your pipes.

Flushing these products can also harm sewer and wastewater treatment systems, clogging equipment and leading to environmental damage and higher sewer rates.

Protect your pipes! Never flush wipes, feminine hygiene products, dental floss, cotton swabs, or anything other than the 3 P's: Pee, Poop, & Toilet Paper.

[Learn More](#)

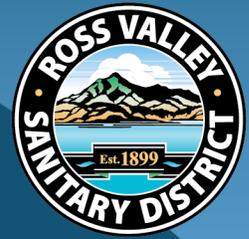
The National Association of Clean Water Agencies, (NACWA) recently released a nationwide study that provides an estimate of increased utility operating costs as a result of wipes being flushed down toilets instead of being placed in the trash.

The California Association of Sanitation Agencies (CASA) collaborated with NACWA and other water associations to produce the report. Go [here](#) on CASA's website to see the full report as well as visiting NACWA's new [Toilets Are Not Trashcans](#) webpage for more information.

[Go here](#) and also refer to the information links below to learn more about what you should do with "flushable" wipes and similar items.

### More Information and Resources:

- [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



- [Executive Summary of New Shelter Order](#) - Issued on March 31, 2020
- [RVSD COVID-19 Exposure Plan](#)
- [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!