



IMPORTANT NOTICE FROM YOUR WATER PROVIDER CASTROVILLE COMMUNITY SERVICES DISTRICT

At Castroville Community Services District, the health and safety of our customers, community and employees is our top priority. At CCSD we provide an essential service that it is critically important to the health and safety of our community. Castroville Community Services District is focused on monitoring the situation as the spread of the coronavirus disease 2019 evolves. For employee and customer safety, Castroville Community Services District has closed the office to the public. The office drop box at 11499 Geil Street is available to accept checks and money orders 24/7. Customers can pay online at www.Castrovillecsd.org or by telephone at (831) 633-2560 or through the customers' bank's bill payment process. Staff is still available Monday-Friday 8:00 a.m.-4:00 p.m. to answer any questions or concerns you may have by telephone.

Water Supply Reliability and Safety

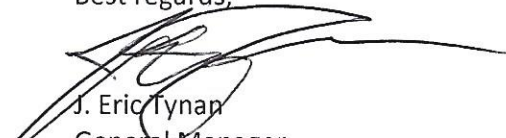
The Castroville water system consists of multiple ground water sources and has a professional staff that ensures that there will be no interruption of water service. The safe, reliable and high quality of water to our residents is our primary mission and our professional staff guarantees no interruption of water/wastewater services to your homes and businesses. It is also worth noting that there has been no recorded transmission or infection from coronavirus disease 2019 in water or wastewater systems. It is important for you to know that Castroville Community Services District's drinking water is extremely safe and reliable by providing redundant ground water sources and multiple barrier protection including disinfection. The Castroville water supply is constantly tested and monitored for your safety.

Flushable Wipes

As a reminder, please do not flush any disinfection wipes (even if they say flushable), napkins or paper towels in your toilet, they will clog the sewer pipes and pumps and can lead to back-ups in your home and sewer overflows in the street. Despite advertising wipes as being "flushable" they clog the sewer pumps and require emergency crews to respond.

As the General Manager (J. Eric Tynan) and on behalf of the Castroville Community Services Board of Directors and staff, we thank you for your trust in Castroville Community Services District as we continue to provide you with safe, clean, reliable water and wastewater services. Should you have any further questions or concerns, please do not hesitate to contact me at the office telephone number listed above.

Best regards,



J. Eric Tynan
General Manager