***RWC Response to COVID-19 = Phasing Back to Normal***

May 14, 2020

To help all of our customers going through a difficult time and keep our customers safe during the COVID-19 pandemic, we implemented the following:

* **Extended payment option** with our Customer Service Staff to assist and set up the plans. (This is also available for anyone who has had a payment plan in the past 12 months.)
* **RWC has placed a moratorium on late fees and discontinuing service shut offs until May 31, 2020** *(See back for list of financial Assistance groups)*

To minimize the risk of exposure to the coronavirus (COVID-19), we are continuing with social distancing to help provide stability to our operations to provide water service to your homes and businesses.

RWC is encouraging customers to utilize online payment services and other self-service options instead of visiting the customer lobby.

**Customers can pay bills online thru our website, drop off payments at our drive up drop box on the SW side of the building or walk up drop off on the NW corner of the building located at 10017 E 63rd St. or call to set up payment arrangements, stop or start new service. Payments can also be made by phone.**

**BUSINESS THAT HAVE BEEN CLOSED DURING COVID-19 ARE URGED TO FLUSH WATER LINES BEFORE RE-OPENING**

When water isn't being used regularly, the quality can change if the water remains stagnant after an extended period. Flushing hot and cold water lines helps decrease the risk of bacterial growth and replaces the water in the pipes with fresh, clean water. BPU recommends flushing water through your fixtures to ‘turn over’ the unused water and flow fresh water from the water main through your building’s plumbing.

* Before reopening, run every tap, cold water first, then hot.
* Flush every toilet.
* Maintain any other appliance or system with a water connection, such as fire sprinklers, refrigerator filters, drinking fountains, coffee makers, or ice machines.
* After flushing, if your building has an ice machine it should be emptied of remaining ice and any ice made within 24 hours.

RWC continues to monitor situational updates provided by the Center for Disease Control (CDC), World Health Organization as well as other state and federal organizations. We are continuously evaluating the situation and the latest developments to determine how we can adopt and amend measures as needed to support our customers, community we serve and our employees.

For additional information about the coronavirus and drinking water please visit:

* Environmental Protection Agency- Americans can continue to use and drink water from their tap as usual. <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater#main-content>
* The World Health Organization (WHO) <https://waterfm.com/water-treatment-practices-effective-against-covid-19-who-says/>
* Centers for Disease Control and Prevention <https://www.cdc.gov/coronavirus/2019-ncov/index.html?cmp=eml-AmtrakCovid19CorpCommEmailCDCLink-March2020-AGR-Program>

As always, thank you for your trust in Raytown Water Company as we continue to provide you safe and adequate drinking water. *“Together, we will get thru this.”*

Neal S. Clevenger

President/General Manager

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| REAP (Raytown Emergency Assistance Program 9300 E 75th St Raytown MO 64133 Phone: (816) 356-0054  + Appointments only  + No clients seen on Fridays |  | United Way of Greater Kansas City 1080 Washington Street Kansas City, MO 64105 Phone: 211 United Way  (816) 474-5112 |
| Bishop Sullivan Center 6435 Truman Road Kansas City, MO 64126 Phone: (816) 231-0984 fax: (816) 231-3096 |  | Jackson County  CAAGKC Administratvie Office  6323 Manchester Ave.  Kansas City, MO 64133  Phone: (816) 358-6868 |
| Salvation Army Phone: (816) 833-8881 |  | Catholic Charities  Phone: (816) 221-4377 |
| City Union Mission  1100 E 11th St  Kansas City, MO  Phone: (816) 474-9380 |  | Guadalupe Center  1015 Avenida Cesar Chavez  Kansas City, MO  Phone: (816) 421-1015 |
| Don Bosco Family Support Center  520 Garfield  Kansas City, MO 64124 Phone: (816) 691-2900 |  | Community Assistance Council  10901 Blue Ridge Blvd.  Kansas City, MO 64134 Phone: (816) 763-3277 |