FRAZIER PARK PUBLIC UTILITY DISTRICT
P.O. BOX 1525, FRAZIER PARK, CA 93225
TELEPHONE: 661-245-3734 FAX: 661-245-3472
www.frazierparkwater.com

Frazier Park Public Utility District's (FPPUD) Modified Services and Procedures in Response to COVID-19.

Updated April 9, 2020

The following modifications will be in effect during the State Of Emergency in California as a result of the threat of COVID-19.

1. **Office Closure.**

   The health of our staff and customers is very important to the District as we all do our part to slow the virus. We will continue to work to ensure the public is supplied with clean, safe water. In order to minimize exposure and comply with Public Health guidelines, our office will remain closed to the public. We are still available by phone for any needs that arise. We offer payment by phone, online, and through our dropbox. We ask that if you use our dropbox, be sure to include your account number on the envelope, especially if you are paying cash, and please only include the amount you want applied to your account. Any overpayment will be applied to your next bill.

2. **Board of Directors Meetings.**

   The Board of Directors Meetings will continue to be held every 2nd and 4th Thursdays of the month at 6:00pm. Per Executive Order N-29-20, those meetings may take place primarily via teleconference. The public is still welcome to observe and participate through our virtual meetings, broadcast live through YouTube and our District website. You may also send any comments in advance by email to ***fppud1@gmail.com,*** or through the contact form on our District website. ***www.frazierparkwater.com***.

FRAZIER PARK PUBLIC UTILITY DISTRICT
P.O. BOX 1525, FRAZIER PARK, CA 93225
TELEPHONE: 661-245-3734 FAX: 661-245-3472
www.frazierparkwater.com

3. **No Disconnections of Water Service.**

   Per Executive Order N-42-20, the FPPUD will not suspend water service due to non-payment of billed charges. It is important that all customers and residents continue to have access to clean, safe water during this health crisis. In order to continue with operations and maintenance, billing for base rate charges and usage will continue while water service is active.

4. **Suspension of Select Fees.**

   Because of the office closure and other public health requirements, it may be more difficult for some to pay water charges in a customary, cost effective manner. During this State of Emergency, the FPPUD will not charge a fee for paying by credit card, or through our online payment system. There will also be no late charges billed to your account if you pay after the due date. This decision will be revisited at each subsequent Board meeting held on the second Thursday of the month.

We thank you for your understanding and assure you we remain committed to our mission of:

1. Providing fair, equitable, and timely service to our customers today.
2. Planning constructively to meet our customers' needs for tomorrow.
3. Contributing to the health and safety of our community, present and future.