



Yucaipa Valley Water District

For Immediate Release

News Release

Date: March 17, 2020

Contact: Joseph Zoba, General Manager
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YUCAIPA VALLEY WATER DISTRICT IMPLEMENTS 15 DAYS TO SLOW THE SPREAD District Office Closed to Public Effective March 17, 2020

At Yucaipa Valley Water District (District) the health and safety of our customers and employees is a top priority.

As part of the President's Coronavirus Guidelines for America - 15 Days to Slow the Spread, the Yucaipa Valley Water District offices at 12770 Second Street, Yucaipa, California will be closed to the public until further notice. However, District drinking water, recycled water, and sewer services remain fully safe and operational.

To assist our customers we have extended our phone service hours to speak with a live operator from 6:30 am to 5:00 pm. Please contact us directly at (909) 797-5117 with any questions you may have regarding your drinking water, recycled water, or sewer service.

As a result of the District office closure, the Yucaipa Valley Water District will not accept in-person payments at the District office. Customers may continue to make payments utilizing the following options:

- Online through the billing portal at:
 - <https://www.yvwd.dst.ca.us>, or
 - <https://www.xpressbillpay.com/#!/?org=Yucaipavalleywaterdistrict10612>
- Pay by Interactive Voice Response available 24/7 at toll-free (866) 807-5769.
- Mail payment to:

Yucaipa Valley Water District
Post Office Box 730
Yucaipa, California 92399

or

YVWD Processing Facility
Post Office Box 997
Pleasant Grove, Utah 84062-0997

- Payment Drop Box for check or money order payments located at:

Yucaipa Valley Water District
12770 Second Street
Yucaipa, California 92399

While we appreciate your prompt payment, the Yucaipa Valley Water District will not be assessing late fees or discontinuing service to customers through April 30, 2020.

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