



Lake Arrowhead Community Services District

(909) 336-7100

March 16, 2020

Response to the evolving 2019 Novel Coronavirus COVID-19 situation

The top priority of the Lake Arrowhead Community Services District (LACSD or District) is to preserve public health. Please be assured that safe drinking water will continue to be provided with no interruption. Additionally, our wastewater operations will continue as usual with precautions taken for our workers.

During this uncertain time, we want to ensure that our employees remain healthy so we can continue to provide you with important services and information. Now that there is an active case of COVID-19 Coronavirus in the County of San Bernardino, LACSD wants to do its part to maintain the health of our community. Beginning Monday, March 16, 2020, our offices and facilities will only be accessible by District personnel. This includes our customer service and engineering offices.

We want you to know that we will not be closing. We will only be restricting public access. We will continue to answer the phones during our normal business hours, Monday through Friday, 7:30 am to 5:00 pm. We will also be available after hours at the same number, (909) 336-7100. Just leave a message and our on-call personnel will respond to you quickly.

While our customer service department is not accessible physically, we encourage you to utilize our drop box or pay your bill online. It is a very easy process and includes many payment options. Follow this link for more information. <https://www.xpressbillpay.com/#/>

While this public health crisis continues, we intend to conduct business as usual, albeit remotely at times. We plan to keep our board meeting schedule and will provide a conference call phone number that can be utilized by the public, staff members and board members so we can keep our priorities moving forward.

We will continue to monitor the COVID-19 situation and follow the advice of state and county public health agencies. We appreciate your understanding and wish you all good health.