

COVID -19 Update

As the COVID-19 virus threat continues to evolve, we want to assure our customers that there is no threat to water quality or the water supply. Valencia Heights Water Company (VHWC) is committed to continuing to supplying a safe and reliable, drinking water supply during these unsure times. Your tap water is safe to drink and meets all state and federal drinking water standards.

At this time VHWC is working with other water agencies within our mutual response group to ensure that there is no impact to our operations. Our ability to provide service and keep the water system operating relies on a healthy staff. Therefore, VHWC will be taking action to ensure the health of our office and field staff.

In order to reduce the spread of COVID-19, there will be no face to face business in the office. This is to ensure the health and safety of our employees and the community. As of now, our office will remain staffed during normal business hours. If you need to drop off a payment, we will require that you use the drop slot in the door. For those customers that normally pay with cash, we ask that you consider alternative payment methods. VHWC has a small staff and keeping our staff healthy is our top priority. We encourage you to call our office at 626-332-8935 or email us at info@vhwc.org and we can discuss the different payment methods available.

We understand that this situation brings a lot of uncertainty but we want our customers to know that our priority is a clean, safe and reliable water supply. We appreciate your patience and understanding during this time. We will continue to update you as necessary.