



COVID-19 Frequently Asked Questions

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We continue to provide clean, safe drinking water.

We have well established emergency contingency and business continuity plans that anticipate illness outbreaks and other situations that could affect our operations. As a result of this careful planning, the majority of our workforce is able to work remotely, minimizing their risk of catching COVID-19, while being able to perform their normal duties.

Our personnel will continue to perform essential construction activities, such as the repair of water main breaks that are needed to continue to provide a reliable supply of safe drinking water to customers and the community.

By limiting the interaction of our employees with the community for work that can be postponed, we are further reducing the risk that these essential employees will be impacted by COVID-19, whether it be through contact with an infected person or development of symptoms – either of which would require a self-quarantine.

Q: What is Augusta Utilities doing about the Coronavirus/COVID-19?

Augusta Utilities is carefully monitoring the state, local, and national advisories regarding COVID-19. AUD has taken precautionary steps to protect the health of our employees.

- All employees who are able to perform their work from home are doing so. We ask that customers conduct their business with us by phone, online or using the drive-thru at our two customer service locations.
- We have shared with our employees the preventative measures provided by the [US Centers for Disease Control and Prevention](#) (CDC) on how they can minimize the risk of catching COVID-19.
- We have robust emergency operations and business continuity plans that include the possibility of a pandemic, and we have already and will continue to update them for COVID-19, as necessary, to meet our service obligations to customers and communities.
- We have suspended on-premise meter readings. In late April customers will begin receiving estimated water bills based on past usage. Once it is safe to resume reading meters, actual readings will be used to reconcile accounts and any credit due will be issued immediately. During this time all late fees are being waived and water services are not being suspended for lack of payment. However, all regular charges are continuing to accrue, and customers need to continue making payments. Customers who have questions or concerns about their bill can contact us at (706) 821-1851. The move to estimated water bills will not affect the timing of when customers will receive their water bill.
- Some of our employees must continue to work in the field to perform their duties to maintain water service and water quality, such as water main flushing, water quality testing and treatment and water system operation. We are asking employees who have direct customer contact to practice social distancing.

Q: Can I get COVID-19 from tap water?

The [United States Environmental Protection Agency \(EPA\)](#) recommends that Americans continue to use and drink tap water as usual. The [World Health Organization \(WHO\)](#) has stated that the, “presence of the COVID-19 virus has not been detected in drinking-water supplies and based on current evidence the risk to water supplies is low.”¹ Additionally, according to the CDC, COVID-19 is mainly thought to spread between people who are in close contact with one another. Further, EPA’s drinking water regulations require treatment at public water systems to remove or kill pathogens, including viruses.

AUD uses surface water (from the Savannah River and the Augusta Canal) and groundwater (from deep wells) as sources to supply our water treatment facilities. Our surface water facilities use filtration and disinfection to treat water before it is delivered for community use. Groundwater is filtered naturally as it passes through the soil to the deep aquifer from which it is withdrawn. The groundwater is also disinfected before being provided for community use.

Q: Do I need to boil my drinking water?

No. Boiling your water is not required as a precaution against COVID-19. The United States EPA recommends that Americans continue to use and drink tap water as usual.

Q: What if I have a question on my account or want to make a payment?

The following options are always available for most water account needs:

- Customer Service Employees are available Monday-Friday from 8:30am to 5:00pm via phone: (706) 821-1851 for questions on your account.
- Online Bill Pay: <https://www.augustaga.gov/760/Pay-Your-WaterSewerStormwater-Bill-Online>
- Payments taken through the drive-thru lanes at:
 - 452 Walker Street – Drive thru & Walk Up Kiosk.
 - 3463 Peach Orchard Rd – Drive thru

Q: What should I do if I have a financial hardship and can't pay my water bill?

We are ready to work with any customers who may be facing financial hardships to set up payment arrangements. Please call us at 706-821-1851.

- We have halted shutoff for nonpayment and are not charging late fees during this time, but payments on account are still required.
- Disconnection calls have been suspended. If you receive a call demanding payment over the phone or your water service will be shutoff, it is a scam and should be reported to us and local authorities.

Q: Where can I get more information on Coronavirus/COVID-19?

There are several helpful links on one of the following:

- The Environmental Protection Agency website:
<https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>
- The Centers for Disease Control website: www.cdc.gov