



Important COVID-19 (Coronavirus) Information

Covid-19 (Coronavirus): What You Need to Know

San Gabriel Valley Water Company is following the Covid-19 (Coronavirus) situation closely.

Protecting Our Employees

To help slow the spread of the virus, and limit the risk of our own employees, those of our employees who are authorized, are now working from home.

However due to the importance of ensuring continuous delivery of safe and healthy water, our front-line employees will remain hard at work in the field.

Out of an abundance of caution, we are asking employees who have direct customer contact to take social distancing precautionary measures, such as avoiding handshakes and wearing disposable nitrile gloves when and where warranted.

In addition, please practice social distancing guidelines (6 feet away from each other) when you see San Gabriel employees in the field. As always, we are working diligently to keep water flowing reliably to your home and business in the interest of keeping everyone safe.

Important Update: Customer Service

We strongly encourage customers to use the phone or email for service questions, to sign up for service, or to deal with account issues. Please see our phone and email contact information and bill payment options [here](#).

You may also leave a bill payment, 24/7, in our safe on-site drop boxes located outside each of our Customer Service offices and those payments will be picked up and credited to accounts throughout each work day.

For those customers who cannot use alternative measures, our Customer Service offices in El Monte, Whittier and Industry remain open to make payments and open or close customer accounts.

Please follow social distancing practices when visiting our Customer Service offices.

Due to this COVID-19 crisis, and until at least April 10th, San Gabriel will not be turning water off residential water service due to non-payment.

In addition, San Gabriel has temporarily suspended all water conservation and other-in-home appointments until further notice. Thank you for your understanding.