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**March 17, 2020**

CIBCSD Community,

The Channel Islands Beach Community Service District staff has been closely monitoring the developments and impacts surrounding the coronavirus (COVID-19) and are taking steps to ensure we can deliver on our mission to provide water distribution, sanitation, and refuse collection to the people of the District. Our goals are to reduce the spread of COVID-19 in our community and safeguard our employees, all while maintaining as many District services as possible.

Nothing is more important than the health and safety of our team, their families, and the people of our community. In support of our core values as an organization, we are no longer taking walk-in payments at the District office beginning at 7:30 a.m. Wednesday, March 18<sup>th</sup>, indefinitely. However, staff will continue to receive payments by using the drop box located outside the District office and all other methods of payment (phone, credit card, and e-payments). ***Cash payments will be received in our drop box on Monday, Wednesday, and Friday. Upon drop off of a cash payment, customers are encouraged to call the office at (805) 985-6021 to verify their cash payment was received.***

**Our team will continue to monitor phone calls, respond to emails, receive payments, field service calls, and are available during regular business hours and after hours for water or sewer emergency response. It is our expectation that when you contact our team, you will continue to receive the excellent service that you are accustomed to.**

We are taking these steps in an abundance of caution to help ensure the safety of our staff and community members. This is an unprecedented time for everyone, but we are committed to balancing our business operations and ensuring that our service continues without disruption.

Updates will be provided as conditions change or more information becomes available. For questions, please do not hesitate to contact the office at (805) 985-6021.