

NOVEL CORONAVIRUS (COVID-19) FREQUENTLY ASKED QUESTIONS



Is our water supply safe from COVID-19?

Yes, the drinking water that West Basin provides is completely safe to consume and use. According to the [Centers for Disease Control and Prevention \(CDC\)](#), COVID-19 is transmitted person to person, not through water. Furthermore, the CDC states, "COVID-19 has not been detected in drinking water. Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19."

How does West Basin ensure my water is safe?

West Basin purchases imported drinking water from the [Metropolitan Water District of Southern California \(Metropolitan\)](#). West Basin then delivers those drinking water supplies throughout its [service area](#). The strict water treatment process that Metropolitan utilizes ensures the safety of the region's imported drinking water supplies.

Metropolitan's multi-step treatment process includes filtration and disinfection using ozone and chlorine. This advanced process removes and kills viruses, including coronaviruses, as well as bacteria and other pathogens. Ongoing monitoring demonstrates that Metropolitan's treated water meets or surpasses all federal and state drinking water standards and regulations, which require removal of over 99.99% of viruses.

Where can I find more information about the quality of my water?

In California, public water agencies are required to produce annual water quality reports and make them available to the public either online or by request. For specific information about the quality of your drinking water, please contact or visit the website of your retail water supplier (e.g. City of Inglewood, Golden State Water Company, etc.).



If you need help identifying your water supplier, please enter your home address at either of the following websites:

- [West Basin Service Area Map & Retailer Links](#)
- [CA State Water Board Water Service Search Tool](#)

What is the best way to contact West Basin during this time?

The District's main office in Carson is currently open on a very limited basis for staff until further notice. Security is available on-site to receive any mail or deliveries and to inform the public of current operations during business hours. Social distancing practices are in place at District facilities and construction sites.

West Basin team members are working remotely and may be contacted during normal business hours. Incoming phone calls to the office will be forwarded to employee cell phones. In addition, a list of contacts for each department can be found by visiting our [Contact Page](#).

I was signed up for a West Basin class, but it was canceled. When will classes be offered again?

In order to prevent the spread of COVID-19, West Basin canceled or postponed all scheduled public tours, school education classes, and community outreach events until further notice.

West Basin is evaluating the remainder of its previously scheduled 2020 events in order to determine the possibility of re-scheduling some or all of the tours and classes for later in the year. Any re-scheduled events will be communicated to registered participants, posted to the West Basin website and shared with West Basin's partner cities and retail water suppliers.

West Basin staff is also exploring opportunities to offer online and virtual classes while public gatherings and social distancing regulations remain in effect. Should these alternative format events and classes move forward, this information will be posted to the District's [website](#) and social media platforms.

Do I need to store additional bottled water at my home?

The current COVID-19 pandemic is not expected to disrupt water supplies in the region. While it is always a good practice to keep bottled water at home in case of emergencies that disrupt the water supply, it is not necessary to store additional water bottles at home due to COVID-19.

Where can I learn more about COVID-19 and water?

- [West Basin Municipal Water District](#)
- [Metropolitan Water District of Southern California](#)
- [U.S. Environmental Protection Agency](#)
- [U.S. Centers for Disease Control and Prevention](#)
- [California State Water Resources Control Board](#)

