

Taylor's Fire and Sewer District

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Taylors, South Carolina 29687

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www.taylorsdistrict.org

CORONAVIRUS (COVID-19) INFORMATION

Effective March 25, 2020

Taylors, SC (March 24, 2020) – To ensure safe and responsible operation during the nation's efforts to slow the spread of the novel coronavirus (COVID-19), Taylor's Fire & Sewer District (TFSD) is enacting new measures to protect customers, citizens, and employees.

From providing opportunities for customers and citizens to conduct business with TFSD online and by phone. We'll be here, working for you. We are operating at modified capacity to assure that our customers have sewer services they need. We do not anticipate any service disruptions.

We're keeping our employees safe. Our employees are our most valuable resource, so we're doing everything we can to assure they're OK and that they have a clean, safe workplace.

Since the outbreak of COVID-19, we have been consulting with Centers for Disease Control (CDC) and South Carolina Department of Health and Environmental Control (SCDHEC), TFSD is prepared to provide quality service in a safe and responsible manner.

Here's what our customers and citizens need to know:

- ❖ **Our facilities and office will be closed to the public starting on March 25, 2020 until further notice, we will be accessing this on a week by week basis. We will NOT be selling sewer permits, or processing updated sewer permits during this time.**
- ❖ Our Sewer Department is working a modified work schedule with most of us working from home or telecommuting.
- ❖ There is no evidence that COVID-19 survives the disinfection process for drinking water and wastewater, according to the CDC.
- ❖ During this time, we can be reached at (864) 244-5596 ext. 0. You will get our answering service and they will dispatch the message to the appropriate person. If you would like to email problems to us – email samanthab@taylorsdistrict.org. We will also post updates to our website www.taylorsdistrict.org.

- ❖ TFSD doesn't bill customers so we will not be disconnecting any sewer services for non-payment.
- ❖ TFSD will continue to respond to sewer-related emergencies. If you have a sewer-related emergency, please dial (864) 244-5596 ext. 0. for our answering service.
- ❖ If TFSD staff needs to interact with customers in-person in response to potential sewer service emergencies, they will follow the CDC's safety guidelines of staying at least 6 feet away including social distancing.
- ❖ Services and meetings that are not urgent or time-sensitive but require in-person customer or citizen contact by TFSD employees, will be rescheduled. TFSD will contact the appropriate person to reschedule those appointments.
- ❖ Please be aware of scammers, who continue to target customers by threatening disconnection of service and asking for immediate payment over the phone. TFSD will never call customers and ask for personal information over the phone or demand payment using money order or gift cards.
- ❖ **REMINDER** – If you have toilet paper.... Please use it responsibly. If you go old school with leaves, rags, newspaper, or use anything else besides toilet paper such as items listed as “flushable wipes” they are to be placed in a garbage can. If you flush them, expect a nasty raw sewage backup in your home and probably in the streets.

For more information from the CDC, please visit www.cdc.gov for the most up to date information on the virus.