

# *Taylor's Fire and Sewer District*

3335 Wade Hampton Blvd.  
Taylors, South Carolina 29687

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[www.taylorsdistrict.org](http://www.taylorsdistrict.org)

## **CORONAVIRUS (COVID-19) INFORMATION**

**Effective June 1, 2020**

Taylors, SC (June 1, 2020) – To ensure safe and responsible operation during the nation's efforts to slow the spread of the novel coronavirus (COVID-19), Taylors 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, by phone, and in person. We'll be here, working for you. We are operating at full staff 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, and 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), South Carolina Occupational Safety and Health Administration (SCOSHA). TFSD is prepared to provide quality service in a safe and responsible manner.

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

- ❖ Our District Office Lobby will open on June 1, 2020 with certain limitations. Only one (1) person in the lobby at a time and we will require face mask or face coverings in the office lobby. Taylors resumed selling permits effective April 15, 2020 online. Please download our Sanitary Sewer Permit Application to be completed and emailed to the address provided on the form. You may also fax your form to 864-292-4975. Once your application is received, a staff member will contact you to complete the process. You may also visit our District Office to purchase permits in person starting on June 1, 2020.
- ❖ Taylors Fire & Sewer District will accept credit card payments for permits purchased online. All credit card payments will be assessed a 2.9% fee. An invoice will be emailed to you that includes a link to complete your payment. Personal and Business Checks will still be accepted thru the US Postal Service or scheduled drop-off. After your payment is

received a copy of the permit will be emailed to you. You may also pay in person during District Office hours.

- ❖ Our Sewer Department is working normal work schedules and social distancing when required or wearing a face mask or face covering.
- ❖ There is no evidence that COVID-19 survives the disinfection process for drinking water and wastewater, according to the CDC.
- ❖ During normal business hours, we can be reached at (864) 244-5596 or after business hours at (864) 244-5596 ext. 0. After hours 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@taylorstdistrict.org](mailto:samanthab@taylorstdistrict.org). We will also post updates to our website [www.taylorstdistrict.org](http://www.taylorstdistrict.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](http://www.cdc.gov), information from SCDHEC, please visit [www.scdhec.gov](http://www.scdhec.gov), information from SCOSHA please visit [www.scosha.llronline.com](http://www.scosha.llronline.com) for the most up to date information on the virus.