



For Immediate Release
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Big Bend Water District is Committed and Prepared
to Providing Water Service

LAUGHLIN (March 19) – In light of the emerging COVID19 issue, the Big Bend Water District (BBWD) has temporarily suspended customer shutoffs for delinquent and/or non-payment. The BBWD will continue to work with individual customers and those facing financial hardships to establish payment arrangements and provide other customer services.

The BBWD offers numerous services online to assist customers and provide remote access to the BBWD account. Customers can visit **BigBendWaterDistrict.com** for more information or call **(702) 298-3113**. Modified call center hours are Monday through Friday from 8 a.m. to 5 p.m., except major holidays. The self-service payment kiosk located outside the lobby remains available for customer use 24 hours a day, 7 days a week at **1520 Thomas Edison Drive**. The kiosk accepts checks, credit cards, debit cards and cash (bills only).

The BBWD has implemented its readiness and response plans to help ensure continued water availability to our community. Laughlin's state-of-the-art water distribution system can provide water under a number of emergency situations, including COVID19.

Laughlin's water treatment and delivery system consists of an advanced water treatment facility capable of treating and delivering up to 16 million gallons of drinking water per day. Even under extreme circumstances, provisions are in place to make water available from various operational strategies.

COVID19 is primarily transmitted person-to-person – there is no indication that transmission can occur via drinking water supplies.

Laughlin's drinking water meets or surpasses the federal Safe Drinking Water Act standard and is treated using a combination of ozonation, filtration, and chlorination, which are on the leading edge of water treatment processes and effective at removing contaminants from water. Chlorination, which is used throughout Laughlin's water distribution systems, is extremely effective at destroying viruses and microorganisms during the water treatment process and maintaining disinfection throughout the water system.