

## COVID-19: A Message from South Blount County Utility District

At South Blount Utility District, the health and safety of our customers, communities and employees is our top priority. Providing clean drinking water is a service that is critically important, and we want you to know that we have established emergency response plans and procedures in place. Our team is taking proactive measures in all our locations for the health and safety of our employees and customers and will keep you informed of any modifications to our operations. As of this time we are operating on our regular business schedule but want to make sure you are aware of all your options for conducting utility business. We offer drive-thru and drop box services at our main office in addition to online bill payment and account services available on our website.

South Blount Utility continues to closely monitor situational updates provided by the Centers for Disease Control and World Health Organization as well as other local and federal organizations. We are continuously evaluating the situation and latest developments to determine how to best support our customers, employees and the communities we serve. It is important for you to know that the treatment barriers and methods used by South Blount Utility at our water treatment plant are highly effective in removing and/or inactivating viruses, our water meets all current state and federal drinking water requirements. We have highly skilled and certified operators who have received the highest sanitary survey scores issued by the Tennessee Department of Environment and Conservation. These reports and others regarding water quality are available on our website, [www.southblountutility.org](http://www.southblountutility.org). If you have any question about water quality and the coronavirus, please call or email our customer service center, we will have one of our water quality experts return your call or answer your email with more detailed information.

For additional resources regarding the coronavirus and drinking and wastewater please visit:

<https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>

<https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>

For reliable information about the coronavirus, please visit:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.who.int/health-topics/coronavirus>

South Blount Utility remains focused on two main priorities as the spread of the coronavirus evolves – the health and safety of our employees and the health and safety of our customers.

At a time when vital resources are scarce, including hope, we want you to know that we are here for you. We take great pride in providing the most critical resource for life, clean drinking water. As always, we thank you for your trust in South Blount Utility.

A.L. Scott  
District Manager, South Blount County Utility District  
808 W. Lamar Alexander Parkway, Maryville, TN 37801  
(865) 982-3560  
[customerservice@southblountutility.org](mailto:customerservice@southblountutility.org)

### *DID YOU KNOW?*

Public Water Utilities deliver safe, clean, reliable drinking water direct to your home for less than \$.01 per gallon.

Public Water Utilities are highly regulated by the EPA, bottled water distributors are not.

Unlike the bottled water industry, our local water sources are in no risk of running out and our methods for delivering our product are just as secure; we will continue our mission to provide safe, clean, reliable drinking water to the communities we serve.