Water & Wastewater Services Will Continue Through Pandemic

As the Coronavirus (COVID-19) situation evolves, we want you to know your water and wastewater services will continue as normal.

The Cooper City Utilities Department prepares for emergencies and we are committed to providing you with the same superior clean, safe and reliable water and wastewater services you’ve come to expect. We have implemented our comprehensive emergency response plan and you can be assured our highest priority is the health, safety and physical well-being of our team members and you.

What we are doing:

- Our state-of-the-art water and wastewater processes include membrane filtration and disinfection with chlorine which are highly effective at removing or killing pathogens including viruses such as the Coronavirus. Our water and wastewater treatment processes are continuously monitored to ensure the water produced, as well as the water returned to the environment, is safe. Residents can and should continue to use and drink water from their tap as usual. To learn more about COVID-19 and drinking water, visit the EPA’s webpage at https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater.

- We are continuously and closely monitoring the impact of the COVID-19 pandemic. We have directed our team members to follow recommendations from the Centers for Disease Control and Prevention and the World Health Organization for protecting themselves and others from this virus. This means limiting home repair visits by Utilities crews, and directing customers to pay bills online or via checks that can be left in the drop box at City Hall. Cash payments will be prohibited to avoid contact with employees and the public. If you are facing financial difficulty and cannot afford to pay your water bill at this time, please contact us at 954-434-4300, Option 1.

- We have implemented our plan and have taken actions to protect our team members and you. As with any emergency (such as hurricanes) we have implemented our response plan and are following our well-established procedures for ensuring continuity of service. We have restricted access to our water and wastewater facilities to only essential team members as well as instituted best practices that are proven to limit the spread of viruses.

These are challenging times for our City but, despite the many uncertainties regarding COVID-19, residents should take comfort in the fact that the virus does not spread through drinking water. Again, we are committed to providing the superior clean, safe and reliable water and wastewater services you expect. Stay safe, informed, and prepared and we will get through this together.