



**Water for a Better Life
Since 1963**

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July 1, 2020

GVSUD closed its lobby due to COVID-19 to help protect both customers and employees. Plans were to reopen the lobby, but due to the recent increase of COVID 19 within our service area, the lobby will remain closed.

Our office staff will return to an alternating work schedule to limit the number of employees at work at one time, reducing the use of shared workspaces and maintaining Social Distancing practices.

GVSUD will be closing the Drive Thru effective July 1st. With limited staff working inside the office we ask our customer's to direct any non-emergent questions/concerns via email to customerservice@gvsud.org.

At this time, we ask customer to submit payments and other information via the night drop. For customers that need to submit Service Applications we requested those be sent via email or fax to our office.

Recent news reports state that statistics currently show a dramatic rise in cyber security threats to businesses and individuals. GVSUD's management team is determined to do everything we can to keep our customers and employees informed and safe.

Currently, the safest way for our customers to submit their information is in the night drop or via fax. GVSUD understands this may be difficult during this time to drive to the office or locate a fax machine because of COVID-19 and how it has changed our community and how we conduct business.

As soon as it is safe to reopen the lobby, we will do so and will inform customers via our website. Until then we will continue to accept emailed documents, but you need to understand the risk of emailing personal information.

Below are some useful and helpful tips to keep yourself safe on the internet.

- Do not use public or unsecured Wi-Fi connections.
- Ensure that your computers, laptops and tablets antivirus programs are up to date and protects against phishing.
- Verify the web addresses that you are visiting. The most secure web browser will start with https://

Please be mindful when sending personal/financial information via any avenue.
If you have any questions or concerns please feel free to contact the office at 830.914.2330 or customerservice@gvsud.org.

Thank you for your continued support and understanding during these uncertain times.

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USDA Director, Office of Civil Rights, Washington, DC 20250-9410