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H₂O! IN THE KNOW



COVID-19 UPDATE

Your Tap Water is Safe

Our customers can feel confident knowing the San Bernardino Municipal Water Department continues to provide a safe, reliable supply of tap water to drink and use. The coronavirus does not impact the quality of the water provided. Our treatment processes eliminate any potential pathogens to ensure that the water provided to our customers meets or exceeds stringent federal and state standards.



We're Here to Help You

Do you need assistance or have questions about your water service? Customer Service is available to assist you by phone at (909) 384-5095 during normal business hours. SBMWD offers convenient payment options including ways to pay your bill online and over the phone. Visit SBMWD.org for more information.



THANK YOU!

The COVID-19 pandemic has altered normal daily life, but, the SBMWD commitment to excellent service continues with uninterrupted service. Thank you for your support.

WHAT'S HAPPENING AT SBMWD



SBMWD TURNS 115!

When SBMWD was established in 1905, the City of San Bernardino was experiencing a period of rapid expansion, growing from a population of around 6,000 to over 13,000 residents in just ten years. Even then, visionary leaders understood that a reliable water supply was the foundation of prosperity for their community.

Today, SBMWD provides water service to over 200,000 residents and wastewater services to over 350,000 people in San Bernardino and its surrounding communities.

The Department has evolved dramatically over the last 115 years but the commitment to excellent service remains unchanged: Deliver trusted, quality services to all who call this community home.

SBMWD OFFERS AT-HOME WATER EDUCATION ACTIVITIES

SBMWD has partnered with the Inland Empire Resource Conservation District to offer virtual water education lessons for grades K-12.

These fun follow-along activities are designed to be completed with supplies easily found at home. The lessons teach curious young minds about water resources and conservation while meeting science teaching standards.

SBMWD's education programs including videos and bilingual activity sheets are available at:

[SBMWD.ORG/EDUCATION](https://sbmwd.org/education)



Hey,
Neighbor!

Nextdoor

SBMWD IS NOW ON NEXTDOOR

It is important to share service alerts, news, and helpful information about water and wastewater services we deliver to the San Bernardino community.

The Nextdoor service is a great way for the Department to share this pertinent information to customers.

HARD WORK IN EVERY DROP:



WATER SERVICES ARE ESSENTIAL

Water and wastewater systems are vital for the protection of public health and the environment.

SBMWD wants to share our appreciation to the dedicated team of water and wastewater workers who continued to provide trusted, quality service for our community.

A sincere thank you to all the people working hard to maintain essential services.

SBMWD FISCAL YEAR 2019-2020 ACCOMPLISHMENTS



Took over 90,000
Customer Service calls



Over 589,000 meter
reads



Introduced free e-check
payment option



Repaired 134 service
lateral leaks and over
141 water main leaks



Redesigned
and rehabilitated 3
production wells



Conducted over 100,000
water quality tests



Completed design and
construction of 6 capital
improvement projects



Treated over 7.8 billion
gallons of wastewater

PROTECT THE SEWER SYSTEM AND YOUR PLUMBING

Did you know that “flushable” wipes are not actually flushable? Do you know how to properly dispose of fats, oils and grease? The leading causes of sewer overflows come from flushing wipes and paper towels down toilets and from pouring fats, oils and grease down the drain.

Over time, these items cause damage to the sewer system and can create clogs or spills in the private plumbing at your home or business. Remember, only toilet paper can safely go down the drain.



Be sewer smart—don't flush or pour any item down the drain that should go in the trash.



We want to connect with you!
Follow us at @SBCityWater



1350 South E Street, San Bernardino, CA 92408

(909) 384-5141

SBMWD.org

CUSTOMER SERVICE OFFICE HOURS:

MON - THURS 8:00 A.M. to 5:00 P.M.

FRI 8:00 A.M. to 4:30 P.M.