

Is My Drinking Water Impacted by the COVID-19 Coronavirus?

It is important for our customers to know that the drinking water supplied by the Monroe County Water Authority is not impacted by the COVID-19 coronavirus.

Our treatment plants utilize a series of treatment processes, including filtration and disinfection, which are effective in removing and/or inactivating pathogens such as bacterium and viruses including the COVID-19 coronavirus. Additionally, water that we purchase from the City of Rochester and Erie County Water Authority and supply to our customers, is treated utilizing similar filtration and disinfection treatment processes.

The Environmental Protection Agency (EPA), Centers for Disease Control and Prevention, and World Health Organization each have released guidance indicating that the COVID-19 coronavirus has not been detected in drinking water supplies, and emphasizing the continued safety of drinking water amidst the current COVID-19 coronavirus pandemic. Specifically, the EPA has stated that the “coronavirus, which causes COVID-19, is a type of virus that is particularly susceptible to disinfection and standard treatment and disinfectant processes are expected to be effective.”

Please be assured that providing a reliable, safe, and affordable supply of water to our customers remains our utmost priority. If you have additional questions about this, or any other water quality issue, please call Customer Service at (585) 442-7200 during normal business hours Monday to Friday 8:30 a.m. – 4:30 p.m. or for emergencies call (585) 442-2009.