



1231 Eleventh Street
P.O. Box 4060
Modesto, CA

FOR IMMEDIATE RELEASE
March 17, 2020

Modesto Irrigation District is committed to help stop the spread of Coronavirus (COVID-19)

*MID Board declares emergency and authorizes actions to protect
customers, community and employees*

Modesto Irrigation District (MID) values the health and safety of our customers, community and employees. During these unprecedented times where our community, state and nation come together to combat Coronavirus (COVID-19), MID has also made a commitment to help stop the spread. At an emergency Board meeting on Monday, March 16, 2020, MID's Board of Directors unanimously voted to declare an emergency in response to COVID-19.

The declaration gives MID staff the authority to implement measures necessary to respond to the emergency.

“We have a civic duty and must share in the responsibility to help slow the spread of this virus,” said MID Board President Paul Campbell. “Though we’ve made some temporary adjustments to our operations, MID – your community-owned, public utility – is taking these measures to remain resilient in providing electricity to your homes, keeping water flowing to our farms and delivering high-quality drinking water to the City of Modesto.”

We’re taking the following proactive measures and implementing social distancing practices to minimize exposure and maximize prevention of the virus.

MID’s lobby will be closed until further notice. While this closure will affect some customers, there are several ways to continue to contact us and pay your MID electric bill:

Phone – 209-526-7337 or 1-888-335-1643 toll-free. Make a payment by credit or debit card or check your balance by phone free of charge. Anytime. Payments made after 5 p.m. will be credited to your account the following business day.

Online – Visit mid.org and sign up or sign in to access your MID account to view your current balance or make a payment online. Residential customers can pay with Discover, Visa and MasterCard credit or debit cards. Non-residential customers can pay with a checking or savings account.

Mail – Write your account number on your check or money order, include your payment stub if possible and send to:

Modesto Irrigation District | P.O. Box 5355 | Modesto, CA 95352-5355

Email – Customer service representatives can assist customers via email at customerservice@mid.org.

Irrigation customers – Call or email MID’s Irrigation Services office at 209-526-7639 or IrrigationField@mid.org. Customers can also continue to contact their ditch tenders directly.

Also, while people in our community are encouraged to stay home and may be experiencing resulting hardships, MID has suspended power shutoffs for non-payment.

Lastly, with guidance from health professionals – including [Stanislaus County Health Services Agency](#) and the [Centers for Disease Control](#) – MID employees are practicing social distancing, including working alternate schedules and also working from home. While the number of MID employees physically in our offices has changed, we’re striving to safely continue our operations and maintain the same level of service to our customers.

We encourage our customers to follow credible sources for COVID-19 updates and recommendations for protecting yourself, your families and our community. We can all work together to be prepared and prevent the spread of COVID-19.

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Media Contacts

Melissa Williams | melissa.williams@mid.org | 209.526.7390
Samantha Wookey | samantha.wookey@mid.org | 209.526.7454

About the Modesto Irrigation District (MID)

The Modesto Irrigation District, established in 1887, is a vertically integrated public utility located in California’s Central Valley. MID provides irrigation water to more than 2,300 agricultural accounts irrigating close to 60,000 acres and electricity to more than 128,000 residential, commercial and agricultural accounts in Modesto, Empire, Salida, Waterford and Mountain House as well as parts of Escalon, Oakdale, Ripon and Riverbank. MID also treats, delivers and wholesales up to 67,000 acre-feet of drinking water per year to the City of Modesto. For more information about MID visit www.mid.org or follow MID on Facebook ([@modestoirrigationdistrict](#)) and Twitter ([@mod_irrigation](#)).