



News Release

FOR IMMEDIATE RELEASE

March 24, 2020
20-03

PRESS CONTACT

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Oregon Water Resources Department Operations During COVID-19 in Support of “Stay Home, Save Lives”

(Salem, OR) – On Monday, Governor Brown issued Executive Order 20-12, “Stay Home, Save Lives,” which included requirements for state agencies to maximize teleworking and limit walk-in services to prevent the spread of COVID-19. The Oregon Water Resources Department is working to maintain services, while encouraging customers and staff to stay home, stay healthy, and save lives. A summary of the Department’s current operations in support of these efforts is included below.

Department staff continue to work, although many are teleworking and some may have different work schedules and hours. As a result, email is the best way to reach staff. Teleworking staff are also checking voicemails and will return calls as soon as possible. We are striving to continue to provide excellent service as best we can during this time; however, we anticipate that there may be delayed response times.

Consistent with the Executive Order, the Department will no longer provide walk-in services in our offices starting Wednesday, March 25. The public is encouraged to email or call staff for assistance. If it is determined that an in-person meeting is necessary, an appointment may be setup with staff and proper social distancing practices will be implemented.

Please note that many of our field offices are in county offices, and access may be limited in accordance with county policies.

Department resources and information, including forms, water rights, and well logs, are available on our website at www.oregon.gov/owrd.

The Water Resources Department’s phone directory is available here: www.oregon.gov/OWRD/aboutus/contactus/Pages/default.aspx

If you need assistance, please contact WRD_DL_customerservice@oregon.gov. You can also contact the Water Resources Department main line at 503-986-0900.

We will continue to adjust operations as needed. We appreciate your understanding as we seek to serve you, while protecting the health of Oregonians and our staff.



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Updates on the status of operations will be posted on our website at www.oregon.gov/owrd.

Visit Governor Kate Brown's coronavirus website at <https://coronavirus.oregon.gov/> for COVID-19 information and resources.

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