



# Update on Whitinsville Water Company Service

## *Re-opening - Changes in Services During COVID-19 Pandemic*

The Company's top priority is the continuous and reliable delivery of drinking water service, which are critical to daily life and the public health system. Due to the Coronavirus (COVID-19) pandemic, the Whitinsville Water Company (the Company) implemented several precautionary measures to protect the health and safety of essential staff that operate and maintain the public drinking water supply system.

These actions were intended to mitigate potential exposure to our employees and customers and maintain continuity of operations. Now as we begin the "Re-opening" process the Company will be making the following changes to its operations.

### ***In-person and Non-Essential Services***

Effective Monday, June 15, 2020, the following non-essential Company services will be allowed on a restricted basis:

- In-person payments can only be made by putting payment through the front door mail slot. Please include your name, account number, and phone number and put into an envelope. We hired a contractor to re-model our front office, which should be complete by end of July. We will then open the office to the public. There will be a vestibule as you walk in our front door which will have plexiglass barriers.
- If you need to speak with one of our staff, please either call us or contact us via our website.
- In-home or on-site routine inspections, repairs, and maintenance will resume on a restricted basis requiring all customers to wear protective facial coverings. Company staff must have access to the property which allows proper social distancing protocols.

### ***Drinking Water Operations***

All operations related to drinking water treatment will continue. Customers can be assured that their drinking water is safe and can be consumed and used as normal. In order to reduce potential exposure to essential Company staff, business visitors and deliveries to all Company treatment plants and facilities will be conducted following prescribed CDC and State guidelines requiring safe social distancing and wearing of facial coverings when needed.

## ***Water Emergencies***

The Company's priority is to maintain the continuous and reliable operation of the drinking water distribution system for the general population. Company crews will continue to respond to any water emergencies (water main breaks, etc.) that arise in these systems as normal.

Water emergencies on private properties will resume following the CDC and State guidelines requiring safe social distancing and wearing of facial coverings when needed.

## ***Customer Service***

Customer service representatives for billing/account inquiries and field services will continue to be available by telephone and email to assist customers.

For billing/account questions, customers can contact the Company by telephone at 508-234-7358 or click on our "contact us" tab on our web page at <http://whitinsvillewater.com/contact-us>.

For water emergencies customers and contractors can call 508-234-7358 from 8am-4:30pm or 508-234-6211 after hours.

## ***Building Re-opening Assistance***

We have posted guidelines and checklists that maintenance staff should follow when opening a building that has been dormant for an extended period. The guidelines will help staff to properly flush out the building water system. This information can be found on our main page in the red COVID section. Direct links can be found here <http://whitinsvillewater.com/wp-content/uploads/2020/05/Maintaining-or-Restoring-Water-Quality-in-Buildings-with-Low-or-No-Use.pdf> and here <http://whitinsvillewater.com/wp-content/uploads/2020/05/Restoring-Water-Quality-Checklist-Before-Opening.pdf>.

## ***Drinking Water Supply and COVID-19***

According to a technical brief issued by the World Health Organization (WHO) on March 3, 2020, COVID-19 has not been shown to be transmitted via treated drinking water. The drinking water system will remain safe and operational amid any local outbreak.

## ***Mitigation Efforts***

The Company will continue to update customers on any further changes in services due to COVID-19. Customers may visit our website at <http://whitinsvillewater.com/>