



Update on Whitinsville Water Company Service

Changes and Reduction 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) is implementing several precautionary measures to protect the health and safety of essential staff that operate and maintain the public drinking water supply system. Due to the recent outbreak of COVID-19 cases in Northbridge, our company will revert back to more restricted services as were put in place earlier this year. This will remain in place at least until the end of November where the situation will be re-assessed.

These actions are intended to mitigate potential exposure to our employees and customers and maintain continuity of operations.

In-person and Non-Essential Services Suspended

Effective Wednesday, November 11, 2020, the following non-essential Company services will be suspended until further notice:

- 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.
- In-home or on-site routine inspections, repairs, and maintenance

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 non-essential deliveries to all Company facilities will be prohibited or curtailed as reasonably possible.

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 be addressed by the Company on a case-by-case basis in as far as crews are able to address from the outside or by referring the customer to private contractors. Company crews will not enter privately owned homes, buildings, or facilities to make repairs until further notice, unless in an emergency situation.

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.

Customers should be prepared for possibly longer call response times and should utilize email when possible. Water emergencies will be prioritized.

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.