



Milford Water Company
66 Dilla Street Milford, MA 01757

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Update on Milford Water Company Service

Changes in Services During COVID-19 Pandemic – Re-opening

During these past few months, the Company's top priority has been 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 Milford 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 at our Dilla Street offices will resume on a limited schedule to allow for control and cleaning. Office hours will be Monday – Friday from 9am to Noon, we will close to sanitize and clean our areas for one hour then re-open from 1pm to 3pm. Only one customer at a time will be allowed in the office and all must wear a protective face covering. Please note that the restrooms will be closed to the public until further notice. As a reminder there is a drop box attached to the building that may be used.
- In-home or on-site routine inspections, repairs, and maintenance will resume on a restricted basis requiring all customers to wear protective facial coverings when proper social distancing protocols can not be followed.

As this public health crises continues, the supply of clean potable water is critical. In fairness to all customers, water meters will continue to be read and water bills will continue to be generated and delivered.

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 508-473-5110 or by email at milfordwater@milfordwater.com. Information about online bill pay, telephone bill pay, and pay by mail methods is available at <http://www.milfordwater.com/>.

For water emergencies customers and contractors can call 24/7 at 508-473-5110.

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.

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 the Company website <http://www.milfordwater.com/>.