# Milford Water Company

**66 Dilla Street Milford, MA 01757**

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# FOR IMMEDIATE RELEASE

**Update on Milford 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 Milford 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.

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, March 18, 2020, the following non-essential Company services will be suspended until further notice:

* In-person payments of any kind at our Dilla Street offices (there is a drop box attached to the building that may be used)
* In-home or on-site routine inspections, repairs, and maintenance

During public health crises 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 prohibited or curtailed as much as possible until further notice.

## 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 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.

## 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/.](http://www.milfordwater.com/)

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

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