



HOUSATONIC WATER WORKS COMPANY

SINCE 1897

Dear Valued Customer,

As conditions evolve, we are taking precautionary actions to minimize exposure and reduce the impact of the Coronavirus (COVID-19) on our customers. As always we remain committed to providing safe and reliable service to our customers.

Ensuring health and safety is our number one priority

We do not anticipate any service disruption to our customers and we have implemented additional measures that will allow us to safely continue providing essential services to you.

- Our office will remain open but closed to public access until April 6, 2020. However, we can assist you by phone or email.
- Emergency services continue 24/7.

Tap water can be used as normal

Tap water can be used as normal and the COVID-19 has not been detected in drinking water supplies.

Is drinking tap water safe?

Yes, the U.S. Environmental Protection Agency (EPA) recommends that Americans continue to use and drink tap water as usual. The World Health Organization (WHO) has stated that the, “presence of the COVID-19 virus has not been detected in drinking-water supplies and based on current evidence the risk to water supplies is low.” Additionally, according to the Center for Disease Control (CDC), COVID-19 is mainly thought to spread between people who are in close contact with one another. . Further, EPA’s drinking water regulations require treatment at public water systems to remove or kill pathogens, including viruses.

Do I need to boil my drinking water?

Boiling your water is not required as a precaution against COVID-19.

80 Maple Avenue, Suite I, Great Barrington, MA 01230

Tel: 413.528.1780

Fax: 413.528.3024

E-mail: housatonicwater@gmail.com

www.housatonicwater.com

Is tap water safe to use for hand washing?

EPA recommends that Americans continue to use and drink tap water as usual. According to the CDC, washing your hands often with soap and water for at least 20 seconds helps prevent the spread of COVID-19.

Do I need to buy bottled water or store drinking water?

No, EPA recommends that citizens continue to use and drink tap water as usual. At this time, there are no indications that COVID-19 is in the drinking water supply or will affect the reliable supply of water.

What to Know About Your Bill

We recognize that some customers may experience financial difficulty as a result of the coronavirus outbreak and we hope to alleviate customers' concerns about their service during this time.

Regular billing will continue for all customers and payments will be accepted at the drop box in Housatonic located across from the Post Office.

However, as a result, we are temporarily suspending collections-related activities, including service disconnections, to lessen any financial hardship the COVID-19 pandemic may have on our customers. These policies are effective immediately and will be in place through the end of April 30, 2020. We will evaluate their continued need at that time.

We appreciate your patience during these challenging times.

Sincerely,



James J. Mercer