

## **Rye Water District: Notice March 18 2020**

Given the current uncertainties of the COVID-19 pandemic, and the critical importance of continuity of water service to the community, the Rye Water District Commissioners have decided to institute a temporary operational plan designed to reduce the risk of potential employee and customer exposure to the virus by limiting face to face transactional contact wherever possible.

Effective immediately, the District Business Office will be closed to the public. Office staff will continue to work their regular schedule; however, we are requesting all customers make payments through US Mail or the on-line payment option on our website ([www.ryewaterdistrict.com](http://www.ryewaterdistrict.com)). All other administrative activities, including service initiation/termination, off schedule meter reading, questions about rates or invoices, and any other typical business will be initiated by telephone at 436-2596.

Field employees are being asked to limit non-essential face to face interactions both on and off the job. The District's Safety and Emergency Plans will be implemented providing staff with guidance and familiarization with the use of personal protective equipment (PPE) and materials to protect themselves and others when avoidance is not possible.

Given the special skills and certifications needed to safely operate the water system, we will be seeking guidance from the State Office of Homeland Security and Emergency Management and the Department of Environmental Services as we develop a contingency plan to maintain operations in the possibility that the pandemic expands and some of our critical staff positions are affected.

We will be adjusting our plans and activities daily as the situation unfolds and will be regularly posting updates on our website.

We appreciate your understanding and cooperation and apologize for any inconvenience. Be assured that we are committed to protecting public health by providing uninterrupted, high quality services.

Thank you,

Rye Water District Staff