



NEWS

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FOR IMMEDIATE RELEASE

Maine Water Takes Precautions To Protect Employees and Serve Customers Amid Novel Coronavirus and COVID-19 Concerns

Saco, Maine, March 14, 2020 — Maine Water is announcing COVID-19-related precautions that it is taking to protect the health and safety of employees, customers and the community while continuing to deliver a reliable supply of safe drinking water.

“We are committed to providing the same vital public service we do 24/7 despite the spread of COVID-19,” stated Rick Knowlton, president of Maine Water. Knowlton further stated, “Maine Water has well-established emergency contingency and business continuity plans that anticipate and address extraordinary situations like the coronavirus so that we can deliver uninterrupted service to customers and communities while protecting the health and safety of our employees.”

Among the measures taken:

- In alignment with Gov. Mills’ recommendation to exercise social distancing, Maine Water employees capable of telecommuting will begin working remotely on March 16. While telecommuting is not possible for some of our employees, such as the company’s field service delivery personnel who monitor water supplies, operate water treatment facilities, maintain the water distribution systems and make essential customer field visits, we are taking extra precautions and preventive measures for those teams consistent with Centers for Disease Control and Prevention guidance and other best practices.
- Our offices are closed to visitors. Maine Water is still readily available to meet customer needs; phone lines are open for 24-hour emergency service at 800-287-1643. Bill payments can be made by mail, by phone, online at MaineWater.com or at local payment agencies such as Bangor Savings Bank.
- In-home service appointments will be limited to only those that are essential. If our people need to enter a customer’s home, they will ask a few simple questions about potential exposure to the coronavirus for their and other customers’ safety.
- Nonessential customer appointments, such as periodic meter changes, will be rescheduled to a later date.

Suspension of water service shutoffs

In addition, Maine Water has suspended shutoffs for nonpayment until further notice so that all customers will continue to have tap water for hand-washing and other hygiene needs to protect their health from the coronavirus. As always, we will work with customers on payment arrangements if they are having trouble making full payment for their water service at this time.

(more)

Safety of drinking water

Customers should know that tap drinking water is not a known source of the coronavirus. According to a March 3 technical report issued by the World Health Organization, “The COVID-19 virus has not been detected in drinking water supplies, and based on current evidence, the risk to water supplies is low.”

Maine Water will continue to monitor developments related to the coronavirus and COVID-19, including information from the CDC and recommendations from Gov. Mills, and will comply with all mandates and recommendations to protect the public health.

Maine Water will continue to provide 24-hour emergency service at 800-287-1643. Customers can visit [MaineWater.com](https://www.maine-water.com) for updated information regarding our COVID-19 precautions.

Maine Water serves 32,000 customers, or a population of 100,000, in over 20 communities throughout the state of Maine. For more information, visit [MaineWater.com](https://www.maine-water.com).

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