



BARNSTABLE FIRE DISTRICT WATER DEPARTMENT

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**COVID-19 has not been shown to be transmitted
via treated drinking water.**

Changes and Reduction in Services During COVID-19 Pandemic

The District'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 Barnstable Fire District Water Department (the District) 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 Tuesday, March 17, 2020, the following non-essential District services will be suspended until further notice:

- In-person payments can only be made by putting payment through the front door mail slot. Please include your name, account number, and phone number and put into an envelope.
- In-home or on-site routine inspections, repairs, and maintenance

During public health crises the supply of clean potable water is critical. For this reason, the District will also be suspending water service shutoffs on delinquent accounts this season until further notice. In fairness to all customers, water meters will continue to record water usage 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 District staff, business visitors and non-essential deliveries to all District facilities will be prohibited or curtailed as reasonably possible.

Water Emergencies

The Districts priority is to maintain the continuous and reliable operation of the drinking water distribution system for the general population. District crews will continue to respond to any water emergencies (water main breaks, etc.) that arise in the system as normal.

Water emergencies on private properties will be addressed by the District 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. District crews will not enter privately owned homes, buildings, or facilities to make repairs until further notice, unless in an emergency situation.

Customer Service

Customer service representatives for field services will continue to be available by telephone and email at bfdwatersupt@barnstablefiredistrict.com to assist customers.

For billing/account questions, customers can contact the District by email at bfdcollector@barnstablefiredistrict.com to assist customers.

For water emergencies customers and contractors can call 508-362-6498 extension "0" from 8am-4:30pm and for after-hours calls please follow the automated prompts and this will connect you to an on-call staff member.

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 **Barnstable Fire District Water Department** will continue to update customers on any further changes in services due to COVID-19.