



Water Supply District of Acton

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UPDATED: March 20, 2020

The Acton Water District has been closely monitoring developments regarding the ongoing spread of COVID-19 (novel coronavirus) both domestically and abroad. Ensuring the safety of our employees and the general public while also protecting the integrity of our system is of paramount importance to us. We wanted to proactively share our current status with you.

First and foremost, the standard disinfection practices that we use every day at our treatment facilities prevent drinking water from being a vector for COVID-19. Additional information on COVID-19 and drinking water can be found here:

<https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>
<https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>

We prepare for many scenarios that may impact our ability to serve our customers and are working to ensure water service continues uninterrupted. The District has advised all employees that if they are experiencing any symptoms to remain home as a precaution so as not to infect co-workers or customers they may come in contact with, and to notify us if a family member is sick at home or if they have traveled to any areas of concern. We are currently maintaining essential operations and services and advise all to follow the most current guidance from the Center for Disease Control, as well as state and local agencies.

As always, emergency personnel are on-call 24/7. If you have an emergency, call the main office at 978-263-9107, and press “1” for the Emergency line and leave a voicemail. You will be contacted thereafter by the on-call operator. Depending on the nature of the emergency, we may require pre-screening regarding your health and potential for contact with COVID-19 prior to entering your property.

Our facilities are currently closed to the public until further notice. If you have business with the District, we ask that you avail yourself of “self service” options first, such as visiting www.actonwater.com, following us on Twitter @ActonWater, or calling 978-263-9107.

All non-emergency meter installations and inspections have been postponed until further notice. This includes the following services:

New meter installations

- Meter replacements
- Backflow inspections
- New water service and main inspections
- New connections to the water system
- Mitigation inspections
- Rebate inspections

As a reminder, the WaterSmart program (<http://www.actonwater.com/customer-service/watersmart>) can be used to self-diagnose potential leaks in the home, pay water bills, review historical use, and communicate with District employees. We also maintain a drop box near our front door for making physical payments. Final meter readings in support of property transactions will be modified in the interim to minimize personal interactions. Please call 978-263-9107 for details and to schedule appointments.

Our Annual District meeting at the Acton Public Safety Facility has been postponed to April 13, 2020.

Routine meetings of the District’s elected officials are continuing utilizing virtual meeting venues. Information on these meetings is available on our website.

We appreciate your assistance and patience during these challenging times.