



## ERIE WATER WORKS

### NOTICE TO THE PUBLIC & EWW CUSTOMERS

#### RE: COVID-19 PANDEMIC

Effective March 18, 2020

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In light of the COVID-19 pandemic and declaration of a National Emergency, Erie Water Works (EWW) is adjusting its normal operations to help assure the health and safety of our employees, customers and members of the general public.

**Effective immediately, EWW is suspending its water service terminations for delinquent accounts until further notice. The need for safe hygiene practices is of the utmost importance at this time and water service is an important component of public health and safety.**

EWW is also suspending its meter replacement program, and will not be entering homes to capture water meter readings. If you do not have a “radio read” or working touchpad on the outside of your home, our meter readers will leave a card for you to call in a reading. If no reading is received your consumption will be estimated. EWW may estimate all readings if conditions dictate.

At this time, EWW’s Administration Building located at 340 West Bayfront Parkway will remain **closed** to the public. **EWW is strongly encouraging customers to use one of the various forms of remote paying of your bill to limit person to person interaction at this time.** If you have an urgent issue that needs immediate attention please call 814-870-8000 ext. 71 during normal business hours or 814-870-8087 after 5 PM and someone will get back to you.

Customers can pay their bill with a credit/debit card, or electronic check via the EWW website [www.eriewater.org](http://www.eriewater.org). You can also pay by phone by calling 1-855-907-3211 and following the instructions. You can also pay by check by dropping it into the drop-off box at the EWW’s 340 West Bayfront Parkway Administration Office or at the EWW Distribution and Engineering facility located at 12th & Myrtle Streets; **SEE THE EWW ENVELOPES FOR YOUR CONVENIENCE. PLEASE WRITE YOUR NAME AND SERVICE ADDRESS AND ACCOUNT NUMBERS ON THE ENVELOPE.**

You can also mail your check to: Erie Water Works, P.O. Box 4170, Woburn, MA 01888-4170.

**Finally, EWW is restricting all non-essential visitors, vendors and meetings at all of its facilities until further notice. We ask for your cooperation and understanding as we implement these changes and that you join us in the battle against the Coronavirus.**

Please check our website [www.eriewater.org](http://www.eriewater.org) for periodic updates and additional information as this situation evolves.