

Hinsdale Highway, Water and Sewer Dept's

NOTICE 3/17/20

Given the current uncertainties of the COVID-19 pandemic, and the critical importance of continuity of water and sewer service to the community, the Hinsdale Highway, Water and Sewer 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 Business Office's listed above will be closed to the public. Office staff will continue to work their regular schedule; however, we are requesting all customers make payments through the US Mail. All other administrative activities, including service initiation/termination, off schedule meter reading, questions about rates or invoices, permits, roads etc. and any other typical business will be initiated by telephone at (Water billing 336-5710 ext. 10) (Water and Sewer related issues 336-5715) Highway (336-5716).

Field and plant employees are being asked to limit non-essential face to face interactions both on and off the job. The Town'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 and sewer systems, 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 for your concerns, Town of Hinsdale Utilities.