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Like many of you, we here at OCWA have spent time over the last few weeks learning about coronavirus (COVID-19).

For OCWA, this means understanding how it affects our customers, our employees, and the communities we serve. In turn we are now making adjustments to ensure we are prepared to provide a safe and adequate water supply for all that we serve

At this time, we intend to keep our customer service office open during normal business hours. However, we are continually monitoring federal, state and local government officials, local media outlets for updates. We are also relying heavily on the New York State Department of Health and our local County Health Departments for updates and pertinent information, and we also monitor the U.S. Center for Disease Control. As members of the American Water Works Association (AWWA) and the Association of Metropolitan Water Agencies (AMWA), we are continually provided information related to water quality and water system operations. It should be noted that OCWA's treatment process is designed to eliminate viruses in water and the treatment process, which includes filtration and disinfection, is no different for COVID-19. See related article at: <https://www.ocwa.org/2020/03/04/ocwas-multiple-treatment-systems-help-limit-spread-of-viruses-and-keep-your-water-safe/>

OCWA is also working with our key vendors and contractors to verify their continuity plans and identifying important inventory items to ensure our supply lines remain open and available and we are working on establishing contingency plans.

From an operational perspective, OCWA is

- Requiring all sick employees to stay home

- Implementing the use of video conferencing as an alternative for face to face appointments with contractors, vendors and consultants

- Using video conferencing for internal meetings to limit travel between operating facilities

- Emphasizing proper etiquette related to respiratory and hand hygiene by all employees

- Educating employees on best practices while at customer sites & supplying latex gloves for use while in the customers home for meter changeouts.

- Our maintenance personnel are performing ongoing environmental cleaning in our facilities

- Our Continuity of Operations Plan has been updated and reviewed with our staff to ensure that our 24-7 operations continue to meet your water demands

We appreciate your support and understanding during this event and we will continue to work to maintain the water system and water quality that all of our users have come to expect.

Thank you,

Michael E. Hooker
Executive Director

Geoffrey G. Miller
Deputy Executive Director

Curtis R. Marvin
Chief Fiscal Officer