

Memo



To: Halifax Water Customers
From: Cathie O'Toole, General Manager
Date: March 16, 2020
Re: Impact of COVID 19 on Halifax Water Services

Halifax Water is open for business, and taking actions to protect our employees, the public and continued service to our customers. On March 15th it was announced that there are 3 presumptive cases of COVID-19 in Nova Scotia. The Provincial and Municipal government are implementing additional measures to reduce the spread of the virus and protect the public, and Halifax Water will be implementing additional measures also.

- There are business plans in place to ensure that critical water, wastewater and stormwater services provided are not interrupted nor impacted.
- Non-essential customer or public interactions will be limited for the duration of the COVID-19 response. This is to protect the public, and our employees that are critical to continuity of service.
- Priority services including installation and maintenance of service connections, as well as operational activities to maintain service, environmental and regulatory compliance will be maintained.
- During this period, our response to non-essential inquiries may be delayed as some staff may be required to cover duties normally performed by employees that are unable to report to work.

We recognize that access to a clean, safe water supply and reliable wastewater service is important to maintain individual health, ensure proper hygiene, and sanitation of businesses and households.

Some customers may face economic impacts due to the COVID-19 situation that will cause them to struggle with paying their accounts. If during this period your account falls into arrears, please contact Halifax Water to discuss payment arrangements.

Disconnections for non-payment of service will be suspended during the next 30 days; and customers that are currently disconnected will be reconnected based on agreement to a repayment arrangement.

Any questions may be directed to our Customer Care Center customer care@halifaxwater.ca or 902-420-9287.

Please visit www.halifaxwater.ca for the latest updates.



**STRAIGHT from
the SOURCE**