



FOR IMMEDIATE RELEASE

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Niagara Falls Water Board Update on COVID-19: Procedures Being Implemented to Reduce Exposure and Impact

The Niagara Falls Water Board is taking action to reduce the exposure and impact associated with the Coronavirus (COVID-19) on its customers and employees. The Water Board remains committed to providing safe and reliable drinking water and wastewater treatment services and is taking measures to protect these vital operations. No COVID-19 related service disruptions are anticipated at this time. The Water Board is closely monitoring the situation and implementing guidance from the Centers for Disease Control and Prevention (CDC), as well as direction from local and state authorities.

Customer Service

Most service requests can be handled via phone. Rather than appearing in-person at the Water Board's offices, customers are to call (716) 283-9770 and select Option No. 1 to speak with a customer service representative. **If you are quarantined or sick and call for a service request or to report an emergency, please tell us about the conditions at the time that you call.** Water Board staff will work with you to determine the best course of action regarding your service.

If an in-person appointment is necessary, a table has been positioned to provide approximately six feet of separation between the public and customer-service personnel, in order to reduce the risk of person-to-person exposure. Signage posted to the doors of the Water Board's administration building advises persons who have traveled to areas with community transmission, are ill, or have symptoms such as fever or cough not to enter the building and to contact customer service to address their concern.

Meter Shop Appointments

When booking appointments for meter shop personnel that require in-home service, Water Board customer service staff will ask screener questions regarding recent travel history, exposure to the virus, and sickness of persons in the home. Prior to entering homes, meter shop personnel will ask similar screener questions. Meter shop personnel may wear personal protective equipment when entering customer homes. If meter shop personnel do not believe entry into a home is safe, instructions will be

provided for the resolution of the service request. The Water Board will work with customers to mitigate the impacts of COVID-19 precautions.

Additional Precautions

Consistent with CDC guidance, Water Board personnel have implemented an enhanced cleaning and disinfection process. Employees have been advised to engage in frequent handwashing, the use of sanitizer, to avoid touching their face, nose, and eyes, and to maintain a safe distance from persons who are ill.

Water Board staff are transitioning meetings to conference call wherever possible. Staff are being encouraged to end non-essential visits to Water Board facilities by vendors and others.

Conclusion

The Water Board's Board of Directors and staff appreciate the public's patience and cooperation during this time. As conditions evolve, so will our procedures. Our thoughts are with all of those who are being impacted.

For more information on the NFWB, go to: www.NFWB.org.

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About the Niagara Falls Water Board:

The Niagara Falls Water Board is a public benefit corporation created in 2002 by a special act of the New York State Legislature. Its mission is to provide safe and reliable water and wastewater management services to our community in an economical and efficient manner. In 2003, it acquired the drinking water, wastewater, and stormwater systems previously owned and operated by the City of Niagara Falls, a separate municipal entity. It owns and operates a water treatment plant, a wastewater treatment plant, a pumping station located in the Niagara Gorge, two elevated water storage tanks, seven lift stations, and more than 500 miles of water and sewer service lines. The Water Board serves nearly 18,000 residential, commercial, and industrial users.