



**Immediate Release:**  
**March 13, 2019**  
**Contact: Judith Hansen**  
**845-331-0175 X1301**

## **A note to the customers of the Kingston Water Department regarding covid-19 planning and preparations**

Providing safe, reliable drinking water to the City of Kingston and our customers is our job and the Board and staff of the KWD take that obligation very seriously. As our customers, you have a right to know what we are doing to maintain your water supply in the face of the covid-19 epidemic. First, we have reviewed our pandemic emergency response plans in detail and have amended them according to New York State Health Department and CDC guidance for covid-19 prevention.

Our employees are the backbone of our operations and we have taken the following steps to keep them safe, on the job and working for you:

- Instructed them to remain home if they or their families develop any flu-like symptoms
- Made plans to adjust work schedules, if necessary and where possible, to minimize staff to staff interactions.
- Have identified those functions that can be performed remotely and have tested the equipment required to ensure operability

We have also made sure that we are maintaining sufficient inventories of critical supplies, including treatment chemicals, and have developed alternate plans in the event of a shortage or interruption in the supply chain.

This is a challenging time for all of us and we ask your patience as we make changes to our routine operations to limit the spread of this disease. At this time, we are limiting all service work to emergency calls to avoid in-home/business visits where person-to-person spread is more likely. Finally, beginning Monday, March 16, 2020, the Business Office of the KWD will be closed to the public. However, the staff is ready and able to assist customers by phone (845-331-0175) or by email at [water@kingston-ny.gov](mailto:water@kingston-ny.gov). For anyone needing to make in-person payments or pickup samples kits, we ask that they use the pneumatic tube in front of the office.

We will continue to monitor this evolving situation and thank you for your patience and understanding. If you have questions or need additional assistance, please call us at 845-331-0175 or email us at [water@kingston-ny.gov](mailto:water@kingston-ny.gov).