



**CITY OF MERIDEN**  
DEPARTMENT OF PUBLIC UTILITIES

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Richard J. Meskill  
Director of Public Utilities

**Important Covid-19 Information**

Your drinking water is safe. Treatment plants ensure that it is clean and potable for consumption and you should not be concerned about contracting COVID-19 from consuming it. .

If you or someone you are associated with has recently traveled to one of the critical areas identified by the Centers for Disease Control (CDC) as high risk for COVID-19 – or has been diagnosed with or suspected of having COVID-19 – we ask that you please refrain from coming to our offices or scheduling any in-home appointments. For assistance with your account or water service, please call us at 203-630-4256. To avoid visiting City offices, bill payments can be made online.

Non-emergency customer appointments, such as periodic meter change outs, will be rescheduled to a later date. Interim (closing) readings will be taken remotely without entering anyone's property.

Service appointments requiring meter staff to enter a customer's home will be limited to only those that are necessary to continue uninterrupted service. If our staff needs to enter a premise or home we will follow all CDC guidelines for our employees and the customer will be asked a few simple questions about potential exposure to the coronavirus to ensure everyone's safety.

- 1) Do you currently have symptoms of corona virus (sore throat, cough, fever of 100.4° F or higher or shortness of breath)?
- 2) Have you had direct personal contact with someone who is positive for the corona virus?
- 3) Have you traveled to areas in this or other countries where the coronavirus is already wide spread?

All shutoffs for nonpayment have been suspended. To be fair to our customers, even though water will not be turned off for delinquency on their payments, each meters will continue to record usage and water and sewer bills will still be generated and delivered to property owners.

The COVID-19 outbreak has led to an increase in scam activity. Be wary of any unsolicited calls that threaten to disconnect your utility service or demand payment by unusual means. Meriden Department of Public Utilities will never ask for your personal information over the phone in this manner and does not accept payments via gift cards or other common tools used by scammers.

Meriden is making sure that all our operational resources and support staff will continue to be ready in the event of a service disruption not related to COVID-19. Any nonessential planned work will be curtailed.

New protocols will be established so that employees who must work at our essential facilities can do so at safe social distances thereby minimizing risks. We will follow recommended guidelines issued by the CDC relative to practicing good public hygiene, limiting non-essential public interaction, sending sick employees home while following self-quarantine rules as recommended by CDC.

Meriden will work with State Regulators and our nearby utilities to support each other with resources, if necessary, during this crisis. Supplying water and responsibly treating wastewater is vital in any health-related crisis.

Meriden Department of Public Utilities will continue to monitor local, state and national advisories regarding COVID-19. Protecting public health is our number one priority.

Further updates will be posted at [www.meridenct.gov](http://www.meridenct.gov)

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