



COVID-19 – UPDATE FOR CENTRAL TABLELANDS WATER CUSTOMERS

Central Tablelands Water (CTW) is committed to its role as a regional water authority providing a quality water supply – reliably and sustainably. On a daily basis our staff work tirelessly to make sure the water supplied to your home or business, meets the Australian Drinking Water Guidelines. CTW are proud of the essential service we provide and the trust you place in us. During the evolving COVID-19 (Coronavirus) pandemic, we want to reassure you that we are committed to supporting the health and safety of our people, customers and the community, as we minimise disruption to our organisation.

Continuing to supply quality drinking water

As a water authority, we are required to plan responsibly to ensure we are well prepared to keep drinking water supplied to your property.

To allay any concerns of our customers regarding their drinking water, please note disinfection processes for drinking water is designed and operated to manage pathogens, such as viruses. Conventional disinfection methods, applied to inactivate the most resistant viruses, will also inactivate the COVID-19 virus. No additional or modified treatment is required beyond the current 'business as usual' treatment.

We are currently implementing pandemic plans across our operations, to provide us with the best opportunity to manage any issues that may arise. As such, the following preventative measures have been implemented with immediate effect:

- Customers are requested to pay their water accounts online by Bpay, Post Bill Pay or bank transfer where possible, to minimise any cash handling transfer risk.
- Customers are requested to contact CTW on 02 6391 7200 with any enquiries, as opposed to visiting the office.

- NSW Health recommendations for preventing COVID-19 transmission which includes washing hands, coughing and sneezing into elbows and staying home if unwell.
- CTW will utilise videoconferencing platforms where possible and practical.

Supporting customers and the community

We acknowledge that many of our customers will be concerned about the future and, for some, these concerns will be about how they are going to pay their water accounts. If you are experiencing financial pressure, please contact the CTW Office on 02 6391 7200 to make a suitable payment arrangement.

As the impacts of the Coronavirus continue to hit our economy, we are also offering support for small business suppliers with our commitment to pay small businesses within 14 days.

Updates

We will continue to post regular updates on our Facebook page <https://www.facebook.com/CentralTablelandsWater/> and website www.ctw.nsw.gov.au in response to the changing environment of the COVID-19 Coronavirus.

Please take care and stay safe,

Gavin Rhodes
General Manager
24 March 2020