



Central Tablelands Water

Media Release

27 March 2020

Administration Office closed as a precaution

Central Tablelands Water (CTW) has temporarily closed its Administration Office in Blayney from Monday 30 March as a precautionary measure to reduce the risk of COVID-19 via face-to-face customer service interaction.

CTW's staff will continue to work on a business as usual basis.

The General Manager of CTW, Gavin Rhodes said, "apart from already implementing the NSW Health's COVID-19 recommended hygiene and social distancing preventative measures, our frontline indoor staff were unanimous in their support of ceasing face-to-face customer service interaction in a bid to further reduce the risk of potential COVID-19 contraction."

Although public access to the CTW Administration Office would cease, customer service will still continue to be provided via phone and email. The payment of water accounts can also be made by customers online via Bpay and Post billpay or in person at any Australia Post Office.

Mr Rhodes said, "as the health and safety of our staff and community is paramount, it must be at the forefront of everyone's mind when responding to the challenges of this virus. From a risk management perspective, closing the office as a precautionary measure will only cause minimal disruption to our essential service delivery at this time."

"CTW will continue to closely monitor the Australian Government and NSW Health's recommendations in relation to COVID-19 and will implement those recommendations accordingly," said Mr Rhodes.

For any appointments, water enquiries or emergencies please call 02 6391 7200 or email water@ctw.nsw.gov.au.

MEDIA

Gavin Rhodes – General Manager Central Tablelands Water Ph: 02 6391 7200

CTW currently provides quality drinking water to approximately 15,000 consumers in 14 towns and villages across the local government areas of Weddin, Blayney, Cabonne and Cowra.