



## **A Message for LELWD Customers**

March 24, 2020

We understand these are concerning times, and as a public power and water provider, we are here to serve you and all our customers in Boxborough and Littleton. We work every day to bring you reliable electric and water service. To ensure we remain available to serve you, we have taken steps to protect the health and safety of our valued employees.

If you have questions about your electric and water service from LELWD, you may reach us by telephone during our normal business hours, 6:30 a.m. to 4:30 p.m. Monday to Thursday, at 978-540-2222. Our facilities are closed to the public until further notice.

During this time, we ask customers to assist us:

- Stay safe and stay home by using [lelwd.com](http://lelwd.com) to view and pay electric and water bills.
- Contact us if you are experiencing a financial hardship due to the state of emergency, and we can discuss payment options that enable you to avoid the accumulation of arrearages.
- Use caution if you receive an email with a COVID-19-related subject line, attachment or hyperlink, and be wary of social media pleas, texts or calls related to the pandemic.

Due to Governor Baker's COVID-19 Essential Services order issued March 23, 2020, LELWD has postponed the PFAS Informational Forum planned to be broadcast live this Saturday from the LCTV studios. This event will be rescheduled at the appropriate time.

Also, we have adjusted the schedules of employees to maintain the level of service while also reducing the number of people in our facilities. The staff has been organized in two groups, and they now alternate weekly between working remotely and in the office. We have instituted procedures in the office to promote social distancing and cleanliness.

These steps enable us to maintain staffing levels and restore any service disruptions as quickly as possible. We understand that many of you are staying home and working remotely. Our services are as essential as ever. With these proactive measures, we will get through this state of emergency together.