

Response to the Coronavirus Pandemic



We are suspending some of our operations.



What You Need to Know

In accordance with guidance from the **Centers for Disease Control and Prevention** (CDC), effective immediately, **Trenton Water Works** is executing a policy of social distancing and reducing employee density and suspending the following operations and services for a period of two weeks:

- In-person transactions at the customer service counter at our Cortland Street operations center.
- Hydrant inspections, which were set to begin on Monday, March 16.
- Seasonal meter installations.
- Scheduled, non-emergency meter installations.
- Backflow prevention permit inspections.
- Water shutoffs.
- Door-to-door water-service pipe material surveys for the **Lead Service Line Replacement Program**.
- In-home work for the Lead Service Line Replacement Program. Lead service replacements will be done at homes in the TWW system that have copper or plastic.

Our water-filtration plant and distribution operations will continue to operate normally. TWW has contingency plans in case plant employees are impacted by the Coronavirus.

TWW's customer service call center will continue to answer account-related calls at **(609) 989-3055**.

TWW's Office of Communications and Community Relations (OCCR) is available to answer calls from the general public about our operations at **(609) 989-3033**. This information sheet will be updated as needed.