

# SANFORD WATER DISTRICT

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DAVID PARENT  
Superintendent

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## Press Release

To: For Immediate Release

From: David Parent, Superintendent

Date: March 18, 2020

RE: Update on Sanford Water District COVID-19 precautions

The Sanford Water District would like to reassure all its customers that the water continues to be safe to drink. We are operating at full staffing levels, and are producing water in compliance with all Federal and State regulations as usual. Disinfection, chemical addition and sampling has not been interrupted in any way, and the District continues to have excess capacity in our sources of supply.

Our business office is closed to in-person visitors until further notice. Our office is open for customer service via phone calls at (207) 324-2312 or by email at [customerservice@sanfordwater.org](mailto:customerservice@sanfordwater.org). The District asks that our customers make payments in one of the following ways: Online at [www.sanfordwater.org](http://www.sanfordwater.org), by utilizing the drop-slot to the right of our front door of the District office located at 243 River Street, or by mailing a check or money order to the Sanford Water District PO Box 650, Sanford, ME 04073. If you need to make a cash payment, or require in-person service of some kind, please call the office at the above number. Cash payments are accepted by appointment only.

Our outside crew is operating at full capacity, but only necessary and emergency service work will be scheduled at this time to limit possible exposure to our employees. This includes work such as emergency shut offs for repairs, turning on water service, meter leaks, Dig Safe locate requests or other urgent work. If you have any questions about this please call the office.

We apologize for any inconvenience our operational changes cause our customers. It is important that we keep our employees protected and healthy so they can continue to provide adequate safe drinking water to our customers throughout this crisis. Thank you for your patience, consideration and vigilance to protect our employees and customers during this ongoing and changing situation. Please do not hesitate to call the office at (207) 324-2312 if you have any questions or concerns.

Thank you,

David Parent  
Superintendent