March 17, 2020

Dear Fairfield County Utilities Customers,

These are uncertain times, and we are learning more and more each day about the COVID 19. I want to thank all of our customers who are doing their part to increase social distancing, staying away from others when they are feeling unwell, and helping to slow the spread of this virus.

As we navigate these next several weeks with school closures, senior center closures, and our large gatherings such as worship services and community events on hold, I ask that you please remain vigilant.

Fairfield County Utilities assures the customers that during this challenging time period, the Utility is prepared and has the needed systems and personnel in place to continue with the safe delivery of drinking water and sanitary sewer service that meets all federal guidelines.

Fairfield County Utilities has certified operators in place to operate and maintain the county’s water and wastewater infrastructure. The operators, along with additional personnel, have been cross trained in numerous operational procedures. The systems in place offer redundancy in emergency situations, and there is more than adequate capacity to readily serve the public.

Regarding the overall safety of drinking water as it relates to COVID-19, the Environmental Protection Agency has released the following statement:

“There is no higher priority for EPA than protecting the health and safety of Americans. EPA is providing this important information about COVID-19 as it relates to drinking water and wastewater to provide clarity to the public. The COVID-19 virus has not been detected in drinking-water supplies. Based on current evidence, the risk to water supplies is low. Americans can continue to use and drink water from their tap as usual."

Fairfield County Utilities prepared a frequently asked question regarding COVID 19. (See Webpage)
Again, I want to thank you for your calm and patient demeanor as we manage this challenging time. As you know, Governor DeWine has declared a state of emergency in Ohio, and the Director of the Ohio Department of Health is limiting gatherings to prevent the spread of COVID-19. Governor DeWine has taken other actions and has requested that we take decisions that are not only in our own best interest but are also in the best interest of our community.

It is in that spirit that we are taking actions to limit gathering and physical contact while continuing services of the government in a reasonable way. Fairfield County Utilities building at 6670 Lockville Rd. NW, Carroll, Ohio is closed to the public, except for scheduled appointments.

- Employees are continuing to work in open spaces, at the office, and by using technology.
- Meeting activity can be scheduled with social distancing in mind.
- Payments can be made by mail, at any Park National Bank, and at the drive-thru at 6670 Lockville Rd, Carroll.
- Payment plans are available if there is a special need resulting from the pandemic.
- Fairfield County will not service shutoffs to households during the outbreak.
- These actions are effective March 16 – April 8.

Fairfield County Utilities thanks everyone in advance in helping them keep yourselves and our employees safe. If you have questions please feel free to call us at 740-652-7120.

Sincerely,

Tony J. Vogel

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