

APPOINTMENT PROTOCOL

The day before the appointment you will receive a call from the Water Department Clerk. This is to check on the health of the individuals at the location of the person who will be there to allow access for the repair.

If anyone is not well, the appointment will be rescheduled.

Please keep the social distance of six feet from the Water Department Technician at all times.

Due to COVID, we are asking the individual who will be in contact with the Water Department Technician to wear a FACE MASK.

If unable to comply,
THE TECHNICIAN WILL NOT ENTER THE PREMISE.
The appointment will be rescheduled.

The Technician will be wearing the proper Personal Protection Equipment (PPE). He will be thorough and as quick as possible with the repair.

**Repairs are scheduled Monday through Friday.
The blocks of time are: 8-10am, 10-12pm and 1-3pm.**

Most repairs are done within an hour.

Thank you for your understanding with the protocol.

**Should you have to reschedule, or you have any questions, please call the office at
(315) 446-3910 ext. 4.**