



For Immediate Release: March 13, 2020

Email: customerservice@mvdwater.org

A Message to our Customers Concerning COVID-19

Merrimack, NH – As you are aware, coronavirus (COVID-19) is a growing concern in New Hampshire and throughout the United States as more cases are confirmed. At this time, the Merrimack Village District continues to operate at normal levels.

The MVD is closely monitoring COVID-19 news and our team is diligently focused on ensuring the continued health and safety of all our customers and employees, which includes following the guidelines set by the Centers for Disease Control and Prevention ([cdc.gov](https://www.cdc.gov)). We are committed to ensuring our core operations and business remain fully operational and ready to serve you. As a reminder MVD has a drop box to the left of the front door and payments may be made online at www.mvdwater.org. In an effort to protect our customers and staff, the MVD has initiated the following common-sense protocols regarding appointments, as we continue to monitor this situation closely.

- If you – or anyone who resides with you – are experiencing fever, respiratory symptoms (e.g. coughing and/or shortness of breath), or believe you are sick, please call us in order to reschedule your visit.
- If you – or anyone who resides with you – recently traveled to any of the countries for which Level 2 or Level 3 Travel Health Notices were issued by the Centers for Disease Control and Prevention (CDC), please call us. We will need to reschedule your visit so that the proper quarantine period is adhered to (at least two weeks). See <https://wwwnc.cdc.gov/travel/notices> for current Travel Health Notices. As of March 12, notices related to COVID-19 have been issued for China, South Korea, Iran, Japan, Italy, and most other European nations.

To reschedule existing appointments, call [\(603\) 424-9241](tel:(603)424-9241) x: 100 or email customerservice@mvdwater.org.

The situation remains fluid, so please check our website, www.mvdwater.org, for updates.

Consult primary sources for information on COVID-19:

- CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- New Hampshire Department of Health and Human Services (DHHS): <https://www.dhhs.nh.gov/dphs/cdcs/2019-ncov.htm>