



## MERRIMACK VILLAGE DISTRICT

### FOR IMMEDIATE RELEASE

#### A Message to our Customers Concerning Gov. Chris Sununu's Emergency Order #17

("Closure of non-essential businesses and requiring Granite Staters to stay at home")

#### CONTACT INFORMATION:

Merrimack Village District

Phone: 603-424-9241

Email: [customerservice@mvdwater.org](mailto:customerservice@mvdwater.org)

#### RELEASE DATE:

March 27, 2020

**Merrimack, NH** – As you are likely aware, Gov. Chris Sununu's executed the Emergency Order #17 for New Hampshire, effective March 28, 2020 at 12:00 AM. Merrimack Village District's (MVD) has modified its normal operations to comply with this order. **Please refer to the following modifications that will be in effect as of close of business today, Friday March 27, 2020, as they may affect your interactions with MVD.**

#### CUSTOMER SERVICE, BILLING, AND PAYMENTS:

- **MVD's office will be *CLOSED* and *will not* be re-opened until the emergency order has been lifted.**
- Office staff will be working semi-remotely with limited access.
- Per MVD's Notice on March 20, 2020: *"MVD will not be discontinuing water service for non-payment and all late fees waived from this date forward until further notice during this difficult time... This waiver will be in effect for the 'duration of the emergency' as ordered by Gov. Chris Sununu."*
- Payments:
  - **Checks & Money Orders** can be mailed or placed in our drop-box which is located to the left of the main entrance at MVD's office.
  - **Credit/Debit & E-check** payments can be processed online or through the automated phone system. Please refer to our website, [www.mvdwater.org](http://www.mvdwater.org), for additional information.

#### OPERATIONS:

- Distribution and Treatment staff will be working to ensure there is no disruption to MVD water service.
- Distribution and Treatment Staff will be on-call for **EMERGENCIES ONLY**.
- MVD staff will NOT be performing any routine work that is not an emergency. \*We will not perform any meter replacements, installations, backflow testing, etc., unless it deemed necessary by the Operations Manager and approved by the Superintendent.
  - \*New construction – please call 603-424-9241 or email [customerservice@mvd.water.org](mailto:customerservice@mvd.water.org).

**MVD will continue to provide information and updates on our website, Facebook page, and to our email subscribers. To subscribe for email notifications please visit our website at [www.mvdwater.org](http://www.mvdwater.org).**

**MVD staff wish everyone good health and well-being.**

**2 Greens Pond Rd Merrimack, NH**

**Phone: 603-424-9241 Fax: 603-424-0563**

**Website: [www.mvdwater.org](http://www.mvdwater.org) Email: [customerservice@mvdwater.org](mailto:customerservice@mvdwater.org)**