

# Currents

BWSC News

May/June 2020

## BWSC Prepares for A Post-COVID-19 World

Like all of us living and working in City of Boston, the Boston Water and Sewer Commission (BWSC/Commission) has been impacted by the COVID-19 pandemic. The Commission plays a vital role in protecting public health and the environment. We remain committed to that goal as we observe the strictest CDC guidelines about social distancing and non-emergency contact with the public.

The health and safety of our employees and customers is our top priority and we have adopted a number of emergency protocols that have allowed us to continue providing water, sewer and wastewater services to households and businesses in the City of Boston – all while keeping our employees and customers safe. We will continue to operate under these protocols until the City of Boston and Commonwealth of Massachusetts ease current restrictions. We appreciate your cooperation and understanding during these unprecedented times.

Mindful of the economic hardships facing some of our customers, we are also offering flexible payment plans and have suspended water shut-offs for non-payment.

At the same time, we have developed and implemented a series of measures to ease the customer experience that will remain in place after the crisis passes. For example, we have deployed technology that will allow customers to access a host of services online. To learn more about these options, please visit the Commission's website at [www.bwsc.org](http://www.bwsc.org) or call us at 617-989-7800.

## Quick Reference for Customers

- BWSC Headquarters at 980 Harrison Avenue is presently closed to the public.
- Many customer service functions can be preformed on-line at [www.bwsc.org](http://www.bwsc.org). Customer service representatives can be reached live Monday through Friday from 8 am to 5 pm. at 617-989-7800.
- BWSC has suspended water shutoffs for non- and late-payments during the state of emergency.
- BWSC is also offering flexible payment plans for customers experiencing financial hardships during the pandemic.
- Neighborhood site visits have been suspended.

### Customer Self-Service Portal



### Want to manage your account without leaving the house? Sign up on our Customer Self-Service Portal

- Register for E-Bill
- Register for AutoPay
- View and download your bill
- Pay your bill
- View your account history
- Monitor daily and monthly consumption



## Special Thanks to Boston's Healthcare Workers

BWSC joined the City of Boston's efforts in supporting our healthcare workers by supplying nurses at the Boston Hope Field Hospital with water bottles. Thank you Boston healthcare workers for your service in combatting COVID-19!



## Emergency Service

- BWSC crews will continue to respond to any service or system emergencies.
- If it is determined that access is required to a property, BWSC employees wearing Personal Protective Equipment will ask a series of questions about customers and their health to determine next steps.
- For 24-hour emergency service, call 617-989-7000.



## Keep Wipes Out of Pipes!

Wipes that claim to be “flushable” and “sewer safe” in fact are not. These wipes do not break down as they travel through pipes and the public sewer system. Instead, they create backups both in your home and on the streets. The following items should be disposed of in the trash:

- Flushable Wipes
- Towelettes
- Dental Floss
- Cotton Balls



## Please Help Public Works: Don't Litter! Throw Used Gloves and Masks in the Trash

The Boston Public Works Department (PWD) keeps the streets and our city clean and beautiful. Their hard work prevents trash from blocking catch basins, resulting in flooding and pollution of our waterways. PWD crews continue to find discarded rubber gloves and masks on our sidewalks and streets. Please discard rubber gloves and masks in the trash.



## Don't Forget to Scoop the Poop!

Catch Basins connect to storm drains that discharge untreated runoff into the nearest waterway. Dog waste dumped into a catch basin will find its way to our waterways. Please pick up after your dog and dispose of the waste in the trash.