



Westford Water Department

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Update on the Westford Water Department Services During COVID-19 Pandemic

The Department's highest priority is to provide a continuous and reliable delivery of drinking water to our customers. Due to the COVID-19 pandemic, we have instituted several precautionary measures in order to protect the health and safety of our staff who operate and maintain the public drinking water system. These actions are intended to reduce potential exposure to our employees and customers while maintaining continuity of operations.

In-Person and Non-Essential Services Suspended

The Water Department office is now closed to the public, and non-emergency services may be suspended or restricted until further notice. Customers who need to make payments are encouraged to use the mail slot inside the front lobby at 60 Forge Village Road, the U.S. mail, or online.

Drinking Water Operations

All operations related to drinking water treatment will continue, and customers can rest assured that their drinking water is safe and can be consumed and used as normal. According to the Center for Disease Control (CDC), the COVID-19 virus has not been detected in drinking water. Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19. Westford's treatment procedures include both filtration and disinfection.

In order to reduce exposure to Department staff, business visitors and non-essential deliveries will be prohibited or curtailed as reasonably possible.

Water Emergencies

Department crews will continue to respond to all outdoor water emergencies (such as water main breaks, customer service line leaks, etc.) that may arise. However, entering customer homes or businesses will be addressed on a case-by-case basis.

Customer Service

Department staff for billing, account inquiries, water quality issues, and operational services will continue to be available. Please visit our website at www.westfordma.gov/water for contact information as well as Department updates. Customers should be prepared for possibly longer response times as Department staff is working remotely. If your call is not immediately answered, please leave a message in the general mailbox (or appropriate extension if known) and we will return your call as soon as possible. Water emergencies will be prioritized. We appreciate your patience during these unsettled times.