

Dear City of Camden,

As of March 16, 2020, the City of Camden (“City”)--the owner of the water/wastewater system to which American Water Contract Services (“American Water”) is contracted to provide services for--declared a State of Emergency in Camden in response to the novel coronavirus (COVID-19) pandemic. American Water joins the City in ensuring the continued safe operation of its water/wastewater system.

At American Water, the health and safety of the City’s and our customers, communities and employees is our top priority. We provide an essential service that is critically important and much like many other companies in the U.S. and across the globe, American Water has established COVID-19 pandemic preparedness plans.

In concert with the City’s emergency actions and to minimize the risk of exposure to COVID-19, American Water has initiated its business continuity plans to help provide additional stability to its water/wastewater services to the City.

American Water continues to monitor situational updates provided by the Center for Disease Control (CDC), World Health Organization and Johns Hopkins University as well as other state and federal organizations and updates the City and customers immediately. We are continuously evaluating the situation and latest developments to determine how we can adopt and amend measures, as necessary, to support the City and customers and communities we serve, and our employees.

It is important for you to know that the drinking water treatment barriers American Water uses on City of Camden water provide protection that includes disinfection of the City’s ground water sources (e.g., underground wells). These treatments are effective in removing and/or inactivating viruses. **City of Camden water meets all current federal and state drinking water requirements.**

For additional information about the coronavirus and drinking water and wastewater please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

In an effort to keep the residents of Camden safe during the COVID-19 pandemic and at the request of the City, American Water will be placing a moratorium and discontinuing service shut offs to occupied residential customers at this time. We will continue to evaluate this moratorium as more information becomes available.

American Water has been focused on two high priorities as the spread of the coronavirus has evolved--the health and safety of our employees and the health and safety of the City’s and our customers. As such, American Water will also be suspending all non-essential field appointments and will limit the amount and nature of contact with customers during all emergency field appointments.

Also, American Water’s walk-up payment window located at PNC Bank, 110 North Broadway, Camden, will be suspended indefinitely to reduce the risk of exposure for both our employees and customers. Payments can continue to be placed in the American Water drop box in PNC Bank, subject to the Bank’s own building closure plans.

American Water will, in conjunction with the City's efforts, continue to communicate with you if and when there is new information. As always, thank you for your trust in American Water as we work with the City to continue to provide you with safe, clean, reliable water and wastewater services.

Sincerely,

Mark McDonough
President,
American Water Military/Contract Services