

Good Morning:

After additional announcements were made by the President over the weekend with the Governor expected to extend the 'shelter in place', I have made the decision that going forward until such time as the crisis is over, Town Hall will be staffed on Monday, Wednesday, and Friday only. I wanted to keep regular days for the public. Marcy will be working on the same schedule as you have set for the utility department, three on and two off or vice versa. I will be working the extra day on the two day week for Marcy. The 'closed' days I will work from home as necessary. Contacts with attorneys, grant, etc. can continue from home.

As I believe that not everyone is aware of what happens through this office, we send out approximately 850 bills per month. Of that, approximately 100 people have automatic withdrawal on the 10th of the month. Therefore we have 'contact' in one way or another with the rest, mostly through and until the 15th of each month. Credit card payments average around \$40,000+ per month which require office time and we would expect that amount to double at least. Credit Card payments over the phone are even more time consuming as receipts have to be made, etc. On certain days we see as many as many as seventy five or more people. Two people will need to be in the office at the same time to handle the load of calls expected not only for payments but for account information and to conduct operational business of the Town and, as well, it is end of the quarter and State/Federal Agencies are not delaying any due dates. We do not have options on what can and cannot be done, as other employees do, as deadlines must be met, payroll must be done, other operations must be timely. And, just prior to the 15th of each month, updates to accounts must be made to prepare for meter readings on the 15th. Then, the reading reports are ran, people who have leaks indicated are contacted, rereads are done and billing adjustments due to leaks, etc. are made and the billing is calculated. Therefore, adaptations will be made going forward as necessary.

Credit Card payments will be posted daily as always. Checks, being received through the door and through the mail will be posted during the week received as it is estimated the virus can live up to five days on paper and will be posted only after being treated. Cash postings will be made once a week after being treated.

All doors to Town Hall will remain locked, including the back office door. Dealings with the Police and Utility Departments will be done by phone to provide social distancing which is nearly impossible in the office anyway. Britney will not be available as her son has suffered from RSV and is on quarantine from the Day Care and from the public. As I had informed Ethan, Marcy has Pernicious Anemia (Auto Immune Deficiency) which is considered to be at 'high risk'. I will monitor that carefully as I would with any employee. I also am high risk due to age and medical condition. I am addressing those issues as well. Please check the Governor's Executive Orders or FMLA as to other actions that could, would be necessary, including leaves based on school closings, etc.

The office will remained locked, back office door also, when office is closed. The last part of each day will be spent sanitizing surfaces.

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