



# P R E S S   R E L E A S E

## FOR IMMEDIATE ATTENTION

### APUA Announces Safety Protocols for COVID-19

**ST. JOHN'S Antigua, March 16<sup>th</sup> 2020 - The Antigua Public Utilities Authority (APUA) recognizes it's social and corporate responsibility in ensuring a steady and reliable supply of the essential services that we offer are available to the residents of Antigua and Barbuda.**

Preparation and preventing the spread of the COVID-19 has now become the new reality since this virus has been declared a world pandemic. APUA has been monitoring this disease and immediately created an internal taskforce headed by our Health and Safety Officer along with other senior members across the Business Units. This team has analyzed our business practices and recommends systematic business continuity plans that can be implemented.

Our taskforce has been closely monitoring official information and guidelines from the Ministry of Health and Wellness and other international and regional agencies e.g. World Health Organization, Pan American Health Organization, Caribbean Public Health Agency, etc.

Climate change continues to cause implications of water shortage through drought and the increase demand of water. Although we may experience intermittent showers in Antigua, these rainfalls sadly have not been beneficial to our main surface water supply at Potworks Dam and this catchment is almost near the end of the extraction point and will end within an estimated two to three weeks. APUA recognizes the need for frequent water to our customers and have been working expeditiously on our alternative production sources.

We would like to share with our valued customers some of the changes and updates to expect from us during this time:

- Production has increased in Reverse Osmosis production at plants following the press briefing on February 12<sup>th</sup>, 2020.
- An assessment of areas with challenges receiving water will be carried out and a schedule will be implemented to facilitate these specific areas on extended periods of water disruption.
- Customers without water for longer than two (2) days are asked to contact us at 211.
- The Electricity Business Unit will continue to focus on Vegetation Management and Maintenance to minimize unnecessary outages.
- An assessment of electricity generation plants has been completed to maintain reliable and sustainable service.
- Calls made to COVID Hotline 463-6843 will not incur charges from inet home, mobile and business numbers.
- Senior citizens will be given priority in customer lines.
- To limit exposure, controlled lines at our payment centers will be enforced.
- Utilization of sanitization stations will be made compulsory upon entrance of offices.
- A designated waiting area will be provided to facilitate the recommended social distance.



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APUA encourages the following alternatives to our customers for conducting business:

- For bill balances and account information, please call or email us at 480-7150 or [customerservice@apua.ag](mailto:customerservice@apua.ag)
- Utilize our cheque drop boxes for cheques and PDV vouchers
- PDV Vouchers must be submitted at least two (2) business days before expiration for timely processing.
- Pay bills online with banking partners (ACB, RBC, ECAB, CIBC First Caribbean, Community First Corporative Credit Union, Scotiabank)
- Inet mobile top ups can be done via the MyinetApp available for iOS and Android.

APUA would like to encourage persons to adhere to all directives given by the relevant authorities to remain safe and healthy. It is paramount that we take personal responsibility to prevent the spread of the COVID-19 Virus. Stay safe!

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