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PRESS RELEASE – COVID 19 UPDATE

As everyone is aware, the COVID-19 situation is evolving very quickly. As of this writing there are 119 cases in Alberta. We want to reassure all residents that utility services will continue to be provided as normal for gas, water, sewer and garbage.

Please note, utility billings will continue on a monthly basis, as will all other regular processes including arrears letters. Utility disconnections will not take place at this time. The Province is considering a Utility Payment Deferral Program. Once we are provided further information for this program, we will implement changes to our processes to suit the program requirements. At this time, there will be no penalties on utility balances until further notice, to ease the financial pressures some may be facing. Should a resident who utilizes preauthorized payments wish to discontinue in the short term as a result of job loss or self-isolation, please contact the office to make arrangements. For convenience during this time, we will also accept credit card payments over the phone or via email.

Utilizing our Sturgeon Regional Emergency Management Partnership (SREMP), plans have been made with our regional partners to address staff shortages due to self-quarantine over flu-like symptoms or exposure to COVID-19. We currently have several staff who are self-isolating for flu-like symptoms.

We are taking COVID-19 extremely seriously and are putting in place more restrictions to help slow the virus and protect public health. Aggressive additional public health measures are being implemented province-wide to limit the spread of COVID-19 and protect Albertans, after new cases appear to be spreading into community settings. Currently all municipal buildings are closed to the public. The Committee of the Whole meeting scheduled for March 24th has also been cancelled. Council will be considering additional cancellations. The Mayor's Breakfast and the Volunteer Appreciation events have also been cancelled.

Council continues to be updated and providing the necessary leadership, with the goal of protecting public safety and providing core services. I cannot stress enough that everyone take the time and precautions to practice proper hygiene sanitization of surfaces, and social distancing to mitigate exposure. Self-isolation should be utilized should you exhibit flu-like symptoms.

We continue to provide regular updates on our website www.redwater.ca as well as Facebook.

Respectfully,

Larry Davidson
Town Manager