



FOR IMMEDIATE RELEASE

Borough of Chambersburg

A full service municipality in Franklin County celebrating over 65 years of consumer owned natural gas service over 120 years of community electric and a regional wastewater, water, storm sewer and municipal solid waste utility

CHAMBERSBURG CLOSES BOROUGH BUILDINGS TO UNESCORTED VISITORS

Chambersburg, Pennsylvania – Effective at 5:01 p.m. today, Friday, March 20, 2020, and for the balance of the State of Emergency, City Hall and the Utility Department Addition are closed to all members of the public unless a staff member escorts them.

While Borough workers will continue to come and go to our facilities, access to the customer service functions would only be:

- Via telephone at either 717-264-5151 or the 24/7 Utility Customer Service Center at 717-263-4111
- Via email at either boroughsecretariesoffice@chambersburgpa.gov, or the 24/7 Utility Customer Service Center at servicecenter@chambersburgpa.gov
- **By accessing the Customer Service Department through the Drive-Thru Teller Window at City Hall; which will remain open during regular business hours**
- By accessing the Police Department: call 911 for all emergencies, or the Police Non-Emergency number at (717) 263-1611 for non-emergencies
- By visiting the Police Department vestibule on S. Second Street and picking up the black emergency access phone, which is available 24/7
- By accessing Borough employees by their personal email addresses or direct dial phone numbers; available on our website www.chambersburgpa.gov

Further, beginning Saturday, March 21, the 24/7 Utility Customer Service Center will be closed to unescorted public visitors. Contractor and visitors can access the Center by phone and email. If you visit the 24/7 Utility Customer Service Center, you can communicate with the on-duty employee via their intercom system.

Please attempt to contact the Borough as much as possible by phone and email. Also, please consider U.S. Mail, our online payment options, or drop off to pay your utility bills rather than visiting as the inside teller windows are inaccessible.

Anticipate delays as we serve customers through our single Drive-Thru Teller Window.

Further, while public parks are open for passive recreation, please be conscious of *social distancing* and respect that all “in-park” facilities (tennis courts, picnic pavilions, basketball courts, athletic fields, the Recreation Center, etc.) are **closed** to the public effective 12:01 am on Saturday, March 21. Park Guards will be dispatched to remind visitors.

All other Borough buildings are closed entirely to the public (unless you are an approved contractor or supplier) effective at 5:01 pm today.

Finally, please be mindful of our Federal, State, and Local lawful directives and adjust your lifestyle. We encourage social distancing and good hygiene to avoid the spread of COVID-19.

Beginning today, Chambersburg utility workers will be asking a prepared set of simple questions about household health before entering into a private, confined space to address utility repairs. We ask that the public cooperate with this new protocol.

Finally, the Borough is asking our utility workers to take extra precautions to keep themselves safe.

Borough services: water, electric service, natural gas, sanitary sewer, storm sewer, municipal solid waste, and recycling are not impacted by these changes. Our utility workers will continue to respond to our customer needs.

“Chambersburg is proud to protect the health and safety of our residents and businesses,” added Borough Manager Jeffrey Stonehill. “When Town Council next gathers they will discuss our temporary actions to address this crisis and whether more actions are available for their adoption. We stand by to support our residents and utility customers during this difficult time.”