

## Coronavirus Pandemic

### Board Meetings During COVID-19

To encourage social distancing, the BASA Board will hold their meeting virtually via Zoom Video Conferencing. To join the BASA Board Meeting with Zoom Video Conference, go to <https://zoom.us/> click on [Join a Meeting](#) on the upper right-hand corner of the page, then enter the Meeting ID, then the Password (provided on the current Agenda). Public Comment can be addressed during the meeting by logging onto the Zoom Video Conference or by email to [publiccomments@basapa.org](mailto:publiccomments@basapa.org). Public comments must be received prior to 8:30 a.m. the day of the meeting. Visit <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting> for a quick tutorial on how to join a BASA Board Meeting

### January 4, 2020

**On January 4, 2021, the Governor of PA and Secretary of Health lifted the mitigation orders put in place on December 12, 2020. With the expiration of the time-limited orders, mitigation efforts will revert to mitigation orders in place on December 11, 2020.**

The Customer Service entrance to BASA's office is closed until further notice. The drive-up window will remain open. Please be patient. Customers will be received at the drive through window during normal business hours Monday through Friday from 8:00 AM to 4:00 PM. To minimize direct contact, the Authority is requesting that payments be mailed, paid electronically either over the phone, online, or placed in the payment drop box located just before the drive-up window at the Authority's office. You can continue to contact the Authority at (724)282-1978.

**Administration** will be operating; however, the Governor has directed all employees to work from home unless to do so is impossible. The Authority is following the Governor's directives to the extent possible while maintaining all operations.

**Service Calls**, all service calls will be prioritized in the order they are received. Emergency situations will take priority. BASA employees will maintain a heightened awareness of their surroundings, practice social distancing and adhere to sanitization basics during each service call.

**Realty Transfer I&I Inspections** is operating at normal scheduling capacity.

If someone is ill inside the residence, you must inform BASA. If this is the case, we may need to schedule your appointment later. No more than two people other than the BASA employees conducting the inspection are permitted in the dwelling at the same time. BASA employees will maintain a heightened awareness of their surroundings, social distance, and wear face masks during each inspection. We appreciate your understanding should any inconveniences arise.

BASA requests that all customers and owners' representatives present during the inspection practice safe social distancing, wear a face mask and do not shaker hands.

## **Managing your BASA account during the COVID-19 pandemic**

BASA has temporarily suspended shutoffs for nonpayment in response to the COVID-19 pandemic. This suspension will remain in effect until further notice. Any customer who has already received a termination notice will not have their water turned off at this time. BASA does encourage customers to continue making payments on their accounts, to the extent they are able, during this time.