

RE: COVID-19 Response – Update #30 – November 4, 2020

The Corix Group of Companies (the Company) is providing this thirtieth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated October 14, 2020. Below you will find several actions the Company has taken since our last update:

- ***Discussion of Resumption of Disconnects and Late Charges*** – As the COVID-19 pandemic has evolved, the Company’s Incident Command team has continued tracking applicable regulatory orders that provide guidance on the resumption of disconnections for non-payment and late charges. The Incident Command team is working in conjunction with our local business leadership and regulatory teams to ensure each jurisdiction’s approach to the return to normal operations is in compliance with all applicable regulatory orders. As decisions are made in each jurisdiction, the Company will proactively communicate with customers to promote awareness of the return to normal operations and will provide additional information on how to contact the Company to discuss payment options and arrangements.
- ***COVID-19 Safety Policy Adherence*** – As the COVID-19 pandemic persists, we are continuing with our remote working policies and our existing Physical Distancing Schedules for operations staff who are required to work in the field. We continue to reinforce the importance of strict adherence to all COVID-19 policies instituted by the Company to ensure the health and safety of our employees and the communities we serve. We will continue to make evidence-based decisions in determining our future courses, including any return to previous approaches to operations.
- ***Customer Financial Assistance*** – In preparation for an expected increase in customers requiring deferred payment arrangements, the Company has prioritized the planning and implementation of payment arrangements in accordance with applicable jurisdictional regulatory orders and directives. Customers were sent a direct communication urging them to remain current with outstanding balances whenever possible, and to contact us to set up deferred payment arrangements if they are currently unable to keep their accounts current. Customer Experience Representatives are receiving ongoing training to ensure they are prepared to help our customers set up the flexible payment arrangements required to avoid disconnection of critical water and/or wastewater service.

We hope you find these continuing updates by the Company helpful, and we invite you to email us at communications@corix.com with any questions or concerns you may have.