

**RE: COVID-19 Response – Update #32 – December 9, 2020**

The Corix Group of Companies (the Company) is providing this thirty-second update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated November 18, 2020. Below you will find several actions the Company has taken since our last update:

- **COVID-19 Vaccination Planning** – As the development and testing of COVID-19 vaccines continues, the Company’s Incident Command team has established a subcommittee to focus on the development of a COVID-19 vaccination strategy. The subcommittee consists of Operations, Human Resources, Health and Safety, and Legal resources to ensure all areas of the business are considered as we develop our plan. The subcommittee is reviewing where essential utility workers will fall in the vaccination priority list, Company position on policy and guidance for receiving the vaccine and associated operational planning requirements.
- **Customer Financial Assistance** – In preparation for an expected increase in customers who may benefit from deferred payment arrangements, the Company has prioritized planning the implementation of payment arrangements in accordance with applicable regulatory orders and directives. Customer Experience Representatives are being trained 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 continue to communicate available options to customers through various channels to ensure they are aware of and able to access support via our Customer Experience Center as needed.
- **COVID-19 Safety Policy Adherence** – As COVID-19 cases continue to rise and the 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 our communities.

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