

**RE: COVID-19 Response – Update #35 – February 17, 2021**

The Corix Group of Companies (the Company) is providing this thirty-fifth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated January 27, 2021. Actions undertaken by the Company since our last update include:

- ***Monitoring Public Health Guidance*** – As the COVID-19 pandemic evolves, the Company’s Incident Command continues to monitor health and safety guidance provided by the Centers for Disease Control (CDC)/Public Health Agency of Canada (PHAC) to ensure our policies remain aligned and fully compliant. The Company will continue to take a science-based approach in decision-making, including for any future changes to operating procedures and regarding updates to our health and safety policies and procedures. Our first priority continues to be the health and safety of our employees and the communities we serve.
- ***Flushing Guidance for Customers*** – As a result of the COVID-19 pandemic, many of our customers may have temporarily closed businesses, churches, school buildings, or vacation/rental homes. Water that is held in unused pipes while the buildings are closed can become stagnant, and since stagnant water is a potential health risk and can impact water quality, it is necessary to systematically flush plumbing. The Company has communicated flushing instructions for potentially impacted customers to promote water safety considerations prior to use.
- ***COVID-19 Vaccination Planning*** – As the COVID-19 vaccine deployment continues, the Company’s Incident Command Team’s Vaccination Subcommittee has established and continues to work with a network of local Vaccination Coordinators. The group is responsible for researching and monitoring updates to local vaccination rollout information. The information is then shared with employees in order to provide assistance with the logistics associated with vaccination scheduling in each area. The Company continues to monitor and communicate government vaccination plans to ensure our essential utility workforce has the information needed to make sound decisions regarding vaccinations and to support timely vaccination scheduling that accounts for ongoing operational requirements.

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.