

RE: COVID-19 Response – Update #3 – March 25, 2020

The Corix Group of Companies (the “Company”) is providing this third update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated March 17, 2020. As the COVID-19 situation continues to evolve, we continue to adapt our operations to ensure we continue to provide safe and reliable service to customers, while keeping our employees safe. Below you will find several actions the Company has taken since our last update:

- ***Social Distancing Scheduling*** – The Company has created a new scheduling policy for its operations staff in accordance with the social distancing guidance provided by the Centers for Disease Control (CDC). Social distancing schedules minimize contact between employees while operating utility facilities. Social distancing schedules enable the Company to continue providing safe and reliable service to our customers, while protecting the health and safety of our employees. All Corix companies currently have implemented social distancing operating schedules.
- ***Essential Operations Continuity Plans*** – In preparation for potential large-scale absenteeism in the workplace, all Corix companies are updating their Essential Operations Continuity Plans. Essential Operations Continuity Plans include (i) securing mutual-aid arrangements, (ii) ensuring sufficient chemical supplies and critical spare parts inventories are on hand, and (iii) identifying appropriately licensed personnel or contractors who are available to mobilize quickly to augment the Company’s workforce. All updated continuity plans will be completed by March 30, 2020.
- ***Emergency Security Clearances for Access to Plants and Facilities*** – Since the Company’s last update, many cities, counties and states have instituted “stay-at-home” or “shelter in place” orders. To ensure our operations personnel have access to plants and facilities in locations where movement is restricted, all operations staff will carry an Essential Personnel Card that identifies them to local emergency management and law enforcement officials as critical infrastructure workers who provide essential life sustaining services to customers. The Company is also working with state and local emergency planning officials to ensure our essential services will continue.
- ***Regular Customer Communications*** – During this time of uncertainty, we also continue to provide regular communications to our customers. A direct customer letter was sent to customers via email on March 19, 2020 and again on March 25, 2020 with updates on actions the Company has taken to ensure safe, reliable service to them. This letter can also be found on our website, our customer application, MyUtilityConnect, and social media. In addition to direct customer letters, we are providing real-time updates on our websites and social media. As the COVID-19 public health crisis continues to evolve, we will communicate regularly with our customers.

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.