

RE: COVID-19 Response – Update #17 – July 9, 2020

The Corix Group of Companies (the Company) is providing this seventeenth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated July 1, 2020. Below you will find several actions the Company has taken since our last update:

- ***British Columbia Office Phased Re-Opening*** – Over the past several weeks the rate of positive COVID-19 cases in British Columbia have declined, enabling the Company to begin planning a phased re-opening for our offices in Vancouver and Langley, British Columbia. The preparations, planning, and execution of office re-openings will be spearheaded by Local Office Ambassadors (LOAs) for each location. These LOAs will work closely with local employees and the Company's Incident Command Team to ensure all necessary health and safety measures are taken to protect our employees. Capacity will initially be limited to ensure we can follow the physical distancing guidelines that will be in place. All employees will be responsible for understanding and following all enhanced safety protocols. Communication has been made with all employees seated in these respective offices as the Company plans to officially re-open the offices at limited capacity on July 20, 2020.
- ***Regular Customer Communications*** – Throughout the duration of the COVID-19 crisis, our Company has prioritized regular customer communication. The Company plans to send another direct communication to customers this week providing an update on actions taken to ensure we meet our commitment to providing safe and reliable service. The notice will also be posted on our website, our customer mobile application, MyUtilityConnect, and all social media channels. In addition to our direct customer communications, we continue to provide real time updates to customers via social media and our websites. As we move forward, we will continue providing customers with proactive communication to share important information and updates.
- ***Operations Safety*** – At the onset of the COVID-19 pandemic, the Company moved operations staff to physical distancing schedules that limit employee contact with one another while performing plant and systems operations and maintenance tasks. These schedules protect the health and safety of our employees while ensuring we are able to meet our commitment of providing safe and reliable service to our customers. As our operations personnel continue to operate under these schedules, the Company's Incident Command Team is working with jurisdiction leaders to ensure operations personnel remain vigilant. Ensuring the health and safety of our operations employees during this time remains a top priority for the Company, as they are on the frontlines of public health during this pandemic.

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.