

RE: COVID-19 Response – Update #23 – August 19, 2020

The Corix Group of Companies (the Company) is providing this twenty-third update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated August 12, 2020. Below you will find several actions the Company has taken since our last update:

- ***Customer Payment Arrangement Planning*** – In preparation for an expected increase in customers who need to set up deferred payment arrangements, the Company has prioritized planning the implementation of payment arrangements in accordance with applicable regulatory orders and directives. Customer Service Representatives are being trained to ensure they are prepared to help our customers set up payment arrangements. We continue communicating our plans to our customers through various channels so they are aware and able to contact our Contact Center as needed.
- ***Personal Protective Equipment (PPE) Procurement*** – As the COVID-19 situation has evolved we have developed a procurement plan to ensure our operations staff has sufficient PPE on hand to continue performing their essential duties. The Company secured a centralized inventory of PPE that can be shipped to jurisdictions as needed and continues to leverage purchasing agents within each jurisdiction to procure PPE locally. Providing our operations staff with the proper PPE is vital to ensuring that we are able meet our commitment of providing safe and reliable service to our customers, while protecting the health of our employees and the communities we serve.

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.