

### **COVID-19 UPDATE – December 23, 2020**

On November 1, 2020 Arizona Water began notifying our customers that on January 4, 2021 we will resume disconnections for non-payment of water bills for customers who have not called our office and set up a payment plan. We wanted to remind you of this upcoming date and encourage you to reach out to your local office to set up a payment plan if you have not already done so.

Our local customer service offices are open for business and we are available via phone. Your water bill has the address and phone number of your local office and you may also find this information on our website at [www.azwater.com](http://www.azwater.com).

We wish you and your family a happy, safe, and healthy holiday season.

### **COVID-19 UPDATE – November 1, 2020**

We hope that you have been safe and healthy during these difficult and challenging times. If you are still having difficulties, Arizona Water wants to do its part to help. Please do not hesitate to contact your local office if you have fallen behind on your water bill, and we will do what we can to assist you with a payment plan.

We want to notify you that Arizona Water will no longer be suspending disconnections. Late charges and insufficient fund fees will resume on December 1, 2020 and disconnections for non-payment of water bills will resume on January 4, 2021. If you reach out to Arizona Water and establish a payment plan, you will not incur any late fees on your balance incurred to date and your service will not be disconnected while you are current on your payment plan.

Our local customer service offices are open for business. Your water bill has the address and phone number of your local office and you may also find this information on our website at [www.azwater.com](http://www.azwater.com).

### **COVID-19 UPDATE – September 28, 2020**

Good news! Arizona Water is beginning to reopen its local offices. We will be opening offices on the following days:

- September 28, 2020 Lakeside, Overgaard, Bisbee, Sierra Vista, and White Tank
- October 5, 2020 Sedona, Miami, and Oracle
- October 13, 2020 Apache Junction, Superior, Casa Grande, Coolidge and Phoenix

Please note that Arizona Water will be implementing new safety protocols when the offices reopen, including:

- limiting the number of customers that can be present in the office at one time;
- markings on the floor to enforce social distancing;
- requiring customers to wear face masks; and
- increased sanitization.

Due to the limited number of customers allowed in our offices at any given time, please make sure you bring water or an umbrella to keep yourself cool while waiting outside. Also, please pay attention to signs located around the offices which will explain the procedures in place.

We encourage you to continue using our payment drop box, online payments via paymentus, enrolling in surepay, and calling our local customer service representatives.

We appreciate your patience while our offices have been closed and look forward to seeing you.

#### **COVID-19 UPDATE – July 9, 2020**

On June 12, 2020, Arizona Water announced that we would halt our plans to reopen our offices, but keep the previously opened offices in Lakeside, Overgaard, Bisbee, and Sierra Vista open to customers due to the low number of COVID-19 cases in those areas. In light of the fact that COVID-19 cases continue to rise in Arizona and the Governor's Executive Order 2020-43 signed June 29, 2020, AWC has decided to close its Lakeside, Overgaard, Bisbee, and Sierra Vista offices to the public until at least July 27, 2020 to ensure the health and safety of our employees. We will let you know our plans to reopen the offices as soon as we can.

You may still continue to use our payment drop box, make online payments via Paymentus, enroll in surepay and call our local customer service representatives to help you keep up to date on your bill or answer any questions you have.

Again, we appreciate your patience while our offices are closed and look forward to seeing you soon.

#### **COVID-19 UPDATE – June 26, 2020**

Just a friendly heads up to all our customers. As you may have seen, many Arizona cities and counties have mandated the use of masks in public. To help you stay up to date on mask requirements throughout Arizona, please see the following link for more

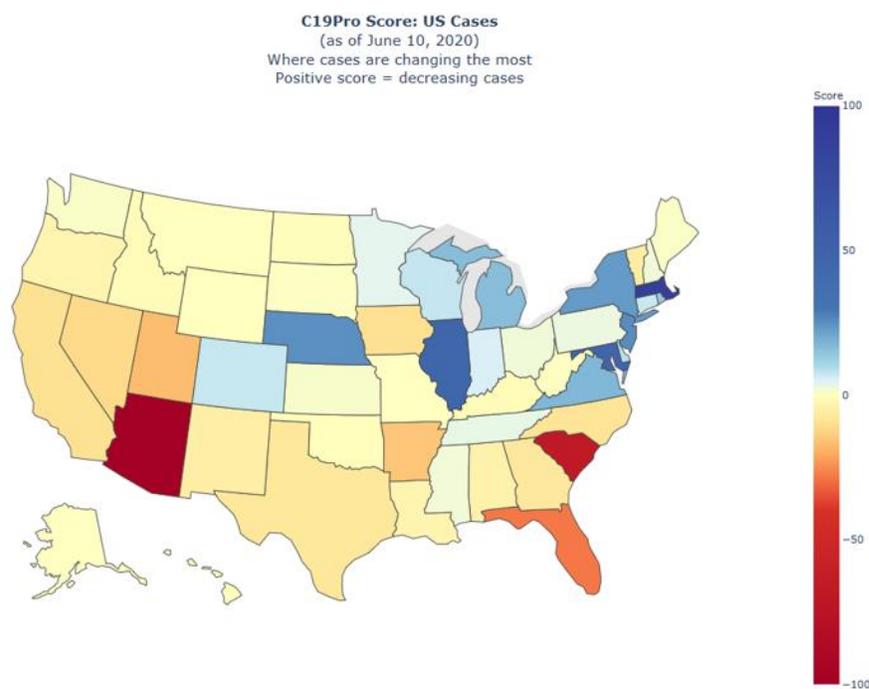
information: [http://www.leagueaz.org/e/covid\\_19/](http://www.leagueaz.org/e/covid_19/). Also, please be sure to wear your mask if you are visiting one of our offices that is currently open.

### COVID-19 UPDATE – June 12, 2020

On June 4, 2020, Arizona Water announced a phased in plan to reopen our local offices to our customers, based on the number of COVID-19 cases near each office. On June 8, 2020, per the phased in plan, Arizona Water opened its offices in Lakeside, Overgaard, Bisbee, and Sierra Vista.

Since Arizona Water announced its office reopening plans, cases of COVID-19 in Arizona have continued to rise. Please see the map below which shows this increase in positive COVID-19 tests in Arizona (source: <https://covid19-projections.com/>).

#### COVID-19 Dashboard



Upon hearing the news of the increased COVID-19 cases in Arizona, we have made the decision to delay the reopening of the rest of our local offices until further notice, as the safety and health of our employees and customers is of the utmost concern to us. The offices that AWC selected to reopen on June 8th, Lakeside, Overgaard, Bisbee, and Sierra Vista, due to low COVID-19 cases in their area will remain open at this time, as each of these office locations continue to not see large numbers of COVID-19 cases. The safety

protocols outlined in Arizona Water's June 4<sup>th</sup> COVID-19 update remain in effect for these offices.

Arizona Water will continue to monitor the COVID-19 cases near each of our offices and will let you know when we decide to reopen them. As a reminder, you may still continue to use our payment drop box, make online payments via Paymentus, enroll in surepay and call our local customer service representatives to help you keep up to date on your bill.

Again, we appreciate your patience while our offices are closed and look forward to seeing you soon.

### **COVID-19 UPDATE – June 4, 2020**

Good news! Arizona Water is beginning to reopen its local offices. We will be opening offices on the following days:

- June 8, 2020 Lakeside, Overgaard, Bisbee, and Sierra Vista
- June 15, 2020 Sedona, White Tank, Miami, and Oracle
- June 22, 2020 Apache Junction, Superior, Casa Grande, and Coolidge

Please note that Arizona Water will be implementing new safety precautions when the offices reopen, including:

- limiting the number of customers that can be present in the office at one time;
- markings on the floor to enforce social distancing;
- encouraging customers to wear face masks; and
- increased sanitization.

Due to the limited number of customers allowed in our offices at any given time, please make sure you bring water or an umbrella to keep yourself cool while waiting outside. Also, please pay attention to signs located around the offices which will explain the procedures in place.

We encourage you to continue using our payment drop box, online payments via paymentus, enrolling in surepay and calling our local customer service representatives.

We appreciate your patience while our offices have been closed and look forward to seeing you.

### **COVID-19 UPDATE – May 5, 2020**

Arizona Water remains committed to provide safe and reliable water service to our customers during the COVID-19 pandemic. As Governor Ducey and the state of Arizona begins to ease the “Stay at Home, Stay Healthy, Stay Connected” executive order, Arizona Water wants to provide our business customers with important information on reopening. The Center for Disease Control (“CDC”) and the American Water Works Association (“AWWA”) recommended that any business that has been vacant should flush their internal water system thoroughly. Please see the links below to the CDC and AWWA websites for further information on how you may perform the flushing.

- CDC: <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>
- AWWA: <https://www.awwa.org/Resources-Tools/Resource-Topics/Coronavirus#lt-10681543-shutoffs-and-return-to-service-guidance>

### **COVID-19 UPDATE – April 16, 2020**

Arizona Water continues to work diligently to provide safe and reliable water service to our customers. As a reminder, our water remains safe to drink. The Centers for Disease Control and Prevention, the Arizona Department of Health Services, Environmental Protection Agency, and the World Health Organization have determined that there is no evidence that the COVID-19 can be transmitted through drinking water, and the safeguards we already use to protect water quality are effective to protect against viruses.

Also, Arizona Water continues the temporary suspension of disconnections and late fees until further notice. As always, our customer service representatives are standing by to answer any questions you may have. Your local office contact information can be found here: [link](#).

### **COVID-19 UPDATE - March 31, 2020**

On March 29, 2020, President Donald Trump announced the social distancing requirements will extend through April 30, 2020. On March 30, 2020, Arizona Governor Doug Ducey announced a Stay Home, Stay Safe, and Stay Connected executive order. In light of these two announcements, Arizona Water is continuing its temporary suspension of disconnections and late fees until further notice. If you have any questions during this time, please contact your local office (contact information here: [link](#)). Arizona Water

employees continue to work diligently to keep the water flowing and we appreciate your patience during this unprecedented time.

### **COVID-19 UPDATE - March 23, 2020**

As of March 23, 2020, Arizona Water is offering financial assistance in the form of a \$10 monthly bill credit to low income and active military customers, including national guard members, in all its water systems.

As federal and state governments mobilize to contain the spread of the virus, Arizona Water understands our most vulnerable customers may need additional financial assistance as the pandemic threatens your economic well-being, either because you are forced to work on the frontline in positions that heighten your exposure to the virus, or because your employment has been temporarily suspended or terminated due to "social distancing" recommendations and requirements.

Arizona Water is proud to be an active member of the communities we serve and view helping our community members weather this crisis as a key part of our public service responsibilities. To sign up for the low income or active military program, please click the following link ([click here](#)) and fill out the attached form. Once the form is filled out, please send it to your local office. Contact for your local office can be found here: [link](#).

### **COVID-19 UPDATE - March 17, 2020**

At Arizona Water Company, delivering a safe and reliable supply of water to our customers is our primary goal. As the circumstances surrounding the COVID-19 pandemic evolve, we want to give our customers an update on the actions that Arizona Water is taking across our company to protect the health and safety of our employees and their families, and our customers to help ensure that the communities we serve can continue to rely on the critical water service that we provide.

- **Temporarily suspending service disconnections and late fees for residential customers**

To alleviate potential financial concerns that may arise during the COVID-19 public health and safety crisis, Arizona Water Company has suspended service disconnections and late fees for non-payment for our residential customers. This temporary suspension will last through at least April 10, 2020.

We encourage customers who have questions or who may be facing potential hardship to contact our customer service departments by telephone or email. We offer several payment options and can assist customers with payment arrangements if needed.

- Protecting our employees' health and safety

Arizona Water has an Emergency Response Plan in place and is implementing it consistent with the ongoing guidance from the Centers for Disease Control and Prevention (CDC). Pursuant to this Plan, we have provided protective supplies and equipment to our employees and require employees to maintain CDC-recommended personal hygiene practices and as practicable as possible, remain at a safe distance of 6-feet from other individuals, including other employees and customers. We have limited employee travel, restricted in-person meetings, and canceled or postponed group gatherings and events. To prevent the transmission of COVID-19, we are requiring anyone who feels sick or is concerned about potential exposure to the virus to remain home.

We continue to monitor the situation closely and share new information and developments with our employees so that they can work proactively to keep their families and themselves safe and healthy.

- Protecting our customers' health and safety

To protect our customers, we have made the difficult but important decision to temporarily close our local and corporate customer service centers. Customers are encouraged to contact customer service representatives by telephone or email to discuss any questions or concerns they have. Customers may also notice changes in how our employees interact with customers in the field, including maintaining a safe distance of at least 6-feet. We hope you understand that this is for the safety of both our customers and employees.

Although our customer service centers are closed to the public, customers are still able to make payments using the drop boxes located at each of our offices. We also encourage our customers to use the alternative payment methods available on our website, accessible [here](#).

If you have any questions, we encourage you to call us at your local customer service center, accessible [here](#).

- Delivering safe and reliable service

Arizona Water Company and our employees understand that we provide our customers with an essential service and take seriously our responsibility to provide you with safe and reliable water service. This responsibility holds fast even during extreme conditions and emergencies, such as what we are experiencing today. As part of our response to COVID-19, we are implementing our emergency response plan and remaining flexible to adapt to the quickly changing conditions of the situation to ensure safe and reliable service to our customers and communities.

Please know that the drinking water Arizona Water Company supplies is safe and can be used as normal. The Centers for Disease Control and Prevention, the Arizona Department of Health Services, Environmental Protection Agency, and the World Health Organization have determined that there is no evidence that the COVID-19 can be transmitted through drinking water, and the safeguards we already use to protect water quality are effective to protect against viruses.

Those who live in our service area do not need to stockpile bottled water in the midst of growing fears about the spread of COVID-19. The drinking water we provide is safe to drink.

Please refer to the links below for more information:

[Centers for Disease Control and Prevention](#)

[Arizona Department of Health Services](#)

[Environmental Protection Agency](#)

[World Health Organization](#)