

## 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 10-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 10 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](#)