



Dear Mr. Bracker,

At Liberty Utilities, delivering essential water, and wastewater safely and reliably to our customers is always our primary goal. With the rapidly evolving COVID-19 situation, we wanted to provide you with an update on the actions we're taking across our company to protect the health and safety of our customers and employees and to help ensure that the communities we serve can continue to count on the critical services we provide.

Is My Tap Water Safe from Coronavirus?

- Your tap water is safe from coronavirus (COVID-19), according to the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC). The safeguards Liberty Utilities has always taken to protect water quality are effective to keep it safe from viruses.

For more information, visit the Centers for [Disease Control and Prevention website](#).

Responding to our customer needs

- Liberty Utilities has suspended service disconnections for non-payment. This temporary suspension, through at least May 1, 2020, includes residential and business customers.
- We encourage customers who have questions or who may be facing potential hardship to contact our customer service departments. We offer a variety of payment options and can assist customers with payment arrangements should they be needed.

- We have suspended all customer programs in homes and businesses included water/wastewater audits.
- We have added a page on our website: <https://arizona.libertyutilities.com/rio-rico/residential/safety/covid-19-statement.html> that is dedicated to updates as they happen. Each time an update happens, these will be shared with customers via email and social media posts. Follow us on Facebook [@LibertyUtilAZ](#) and Twitter [@LibertyUtil AZ](#)
- We are monitoring the situation and adjusting as the situation changes.

Protecting our customers

- Customers may notice our customer service representatives and field team wearing gloves and additional protective equipment.
- While our customer walk-in centers remain open to serve you, to practice social distancing, we encourage our customers to utilize our other payment methods available on our www.libertyutilities.com website, and to call us with questions at 1-844-367-2030.
- If customers choose to pay at our walk-in center, to practice social distancing, only one person in the lobby at a time.

Ensuring the delivery of safe and reliable service

- We have deployed our pandemic preparedness plan preparing for how the virus might impact our organization and the communities we serve, and how to respond appropriately.
- We continue to monitor the situation and actively share updates and information with our customer service, billing and operational employees (daily, weekly or more often, if needed) so that they can keep themselves and their families safe.
- We have deployed “Social Distancing Policies” by separating our office spaces to greater distances of 6 feet.
- We have identified key staff and separated them from the general work population via work at home policies.
- We have provided additional protective supplies and equipment to our frontline employees.
- We have limited employee travel, limited in-person meetings, and postponed larger gatherings and events.
- And off course, we ask our employees to consistently follow the CDC recommendations on personal safety (such as frequent hand washing and distancing from others who are sick).
- Finally, to prevent the spread of the virus, we’re encouraging anyone who feels sick or has concerns regarding potential exposure to stay at home.

Protecting the health and safety of our employees

- We have a pandemic preparedness plan in place and have established a task force that is working with guidance from the Centers for Disease Control and Prevention (CDC). This task force has ***spent several weeks*** preparing for how the virus might impact our organization and the communities we serve, and how to respond appropriately.
- We continue to monitor the situation. Regular communication has been provided to employees in the form of the company's internal website, email to all employees and local team meetings (virtual).
- We have deployed "Social Distancing Policies" and identified key staff and separated them from the general work population by working remotely.
- We have provided additional protective supplies and equipment to our frontline employees.
- We have limited employee travel, limited in-person meetings, and postponed larger gatherings and events.
- And of course we ask employees to follow the CDC recommendations on personal safety (such as frequent hand washing and distancing from others who are sick).
- Finally, to prevent the spread of the virus, we're encouraging anyone who feels sick or has concerns regarding potential exposure to stay at home.

Utilities must often respond to extreme conditions and disasters. We play a vital role in the response to this pandemic and the health and wellbeing of our employees, customers and communities. We provide the water, and wastewater that keeps our hospitals running, our grocery stores open, emergency services prepared, and homes safe and comfortable. We take this responsibility seriously. As part of our pandemic response, we are implementing our emergency plan and quickly adjusting to conditions of the current COVID-19 situation to ensure safe and reliable service to our customers and communities.



Liberty Utilities[®]