



March 18, 2020

At Del Oro Water Company, the health and safety of our customers is our top priority. In addition to delivering safe and reliable water, we are also taking measures to protect your well-being as we face the continued spread of the coronavirus, or COVID-19.

To that end, Del Oro Water continues to implement best practices and follow guidance provided by the Centers for Disease Control, our local health organizations, as well as the California Public Utilities Commission. Out of an abundance of caution we have taken the following measures:

- Closed our Service Center and Payment Collection Sites to the public to minimize personal contact; representatives remain available to support customers via phone, email, and online, and for service calls. The 24-hour call center will continue to provide customer support services
- Implemented procedures for our customer-facing employees, like our service technicians and emergency response staff. Procedures include not shaking hands and maintaining a reasonable distance from customers
- Increased daily cleaning of offices and facilities
- Suspended business air travel and employee participation at conferences.
- Communicated with employees on important company updates, social distancing measures, and personal hygiene best practices; reminding them to stay home if sick

We understand that these are trying times for many of our customers and we want to ensure that you can focus on the well-being of your families without having to worry about any disruption of service from Del Oro Water. As such, we have stopped service disconnections until the coronavirus situation improves. For customers experiencing financial hardship, we are here to help with flexible payment options. Our website and customer care center are open and available to assist you with account management from the comfort of your home without needing to visit our payment offices in person.

We take our responsibility of providing critical water service for our communities very seriously and at every step, we want to be sure that we continue to earn your trust. During this time of heightened health awareness when our customers are more likely to stay home, we want to assure you that you can continue to count on us to deliver safe and reliable water to be able to perform the necessary hygiene practices such as hand washing and cleaning in order to prevent the spread of this virus.

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PARADISE PINES - LIME SADDLE - MAGALIA - STIRLING BLUFFS - FERNDALE - JOHNSON PARK - COUNTRY ESTATES - BLACK BUTTE - CALIFORNIA PINES
ARBUCKLE - STRAWBERRY - RIVER ISLAND - MT LASSEN - TULARE - METROPOLITAN - TRAVER - BUZZTAIL - BENBOW - LARKSPUR MEADOWS - HAT CREEK