

March 17, 2020

To Whom it May Concern:

At the Corix Group of Companies, which includes Corix Utilities Inc, (the “Company”), the health and safety of our employees and customers is our first priority. This priority has guided our efforts to mitigate any potential public health or business impacts the Coronavirus (COVID-19) outbreak may cause. Over the course of the past several weeks, Corix has instituted a company-wide Incident Command Task Force that is charged with planning and executing preparedness activities focused on protecting employee and public health and ensuring we continue to provide our customers and communities with safe, reliable water, wastewater, and energy services. Since the formation of the Incident Command Task Force, several steps have been taken to mitigate any disruption to our employees and customers. The COVID-19 situation continues to evolve rapidly; as a result, the Company is working to adapt quickly and make timely decisions that ensure the health and safety of our employees and the communities we serve. Below you will find a list of several actions taken by the Company:

- ***Suspension of Disconnections and Reconnections*** – On March 10, 2020, the Company announced its decision to suspend water, wastewater and energy service disconnection through at least March 30, 2020 in order to provide critical utility services for all customers during this public health event. In conjunction with this decision, customers who recently have been disconnected for nonpayment will be reconnected at no charge, at their election, and collection of any outstanding balances and late fees will be suspended during this time. Lost revenues and associated costs incurred by the Company are being tracked by the Company for subsequent regulatory recovery consideration by state public utility commissions.
- ***Critical Inventories and Spares Planning*** – Chemicals and critical spare parts inventories are being assessed and preparations made to ensure sufficient supplies are kept on-hand to maintain essential business operations and ensure safe, reliable service to our customers.
- ***Workforce Planning*** – Essential job functions are being identified to prepare for potential large-scale absenteeism in the workplace. Contingency plans will be in place and will be implemented as necessary to ensure we meet our commitment to provide safe and reliable water, wastewater and energy services to our customers. The Company has asked all employees for whom it is possible to work away from the office to begin working remotely starting, Monday, March 16th for a period of at least two weeks. Remote work has been identified as core to the Company’s social distancing practices as directed by the Government of Canada. Employees who are not able to work remotely, will continue to perform their essential operational and field activities, while practicing social distancing. Because of our transition to remote work as well as recent guidance provided by the Government concerning social distancing, all Company offices were closed to the public temporarily, effective at 5:00 pm on March 16th. The Company will revisit the temporary remote working plan before March 31st.
- ***Facility Emergency Action Plans*** – Company health and safety professionals are working to complete updated Emergency Action Plans for all office locations to ensure appropriate protective and disinfection actions are taken if COVID-19 infects one or more employees.
- ***Emergency Security Clearances for Access to Plants and Facilities*** – Company leaders are currently in the process of securing the proper local emergency security clearances necessary to access utility systems in case of mandatory curfews and movement restrictions. This will ensure we are able to continue to operate our utility facilities as the situation develops.

- **Cyber Security Precautions** – Company Information Technology Services personnel have been working to ensure employees are operating in a secure manner from home WiFi networks through VPN access and written guidance to employees about cyber security protocols and measures to safeguard our systems during this temporary remote work period.
- **Suspension of All Non-essential Business Travel** – The Company has suspended all international and domestic business travel until further notice. This suspension of business travel does not include regular, essential operational and field activities, which can be performed using recommended social distancing measures.

The Corix Group of Companies is taking all reasonable and appropriate, science-based, actions required to mitigate the impacts the COVID-19 outbreak on our employees and customers. As the situation continues to develop, we will closely monitor guidance provided by the Federal Government, the World Health Organization and/or Provincial Public Health agencies/Governments and make decisions accordingly.

The Corix Group of Companies takes pride in providing the communities we serve with safe and reliable water, wastewater, and energy services. During this uncertain time, we are focused on serving our communities and being strong partners in the global effort to protect public health. Please do not hesitate to contact me via email at rick.mccallum@corix.com or by phone at 250-819-7570 if you have any questions or concerns.

Sincerely,



Rick McCallum
President, Canadian Utilities