

SAMPLE NOTICE TO CUSTOMERS

The health and safety of our community and employees is a top priority during the current Coronavirus (COVID-19) pandemic. Providing a clean and reliable water supply has always been the primary of focus of YOUR UTILITY. YOUR UTILITY will be taking extra steps to ensure your safety during this pandemic.

To minimize the spread of the coronavirus we have developed a plan to address social distancing, staffing of critical positions, and information sharing between customers and our organization. We continue to monitor the Center for disease Control, World Health Organization, state and federal agencies for updates on the virus and will share this information when it pertains to you, our customer.

You should know that YOUR UTILITY's drinking water purification process remains effective in removing or rendering viruses inactive. We continue to meet or exceed the guidelines set forth by State and Federal agencies that govern the treatment and distribution of our water. It has been, and will remain, our priority to provide pure drinking water for our customers.

To keep our customers safe during the coronavirus pandemic, YOUR UTILITY will be limiting or discontinuing service shut offs. YOUR UTILITY will immediately begin restoring previously discontinued service which will remain until this pandemic has passed or directed to by the State of Kentucky or other governing organization. We are a local utility that cares about the safety of our community during these trying times.

The community we serve, and the employees of YOUR UTILITY are our utmost priority. To prevent or slow the spread of the COVID-19 virus YOUR UTILITY will be implementing changes to how we conduct person to person business. These changes are in line with recent recommendations from the CDC for all social interactions.

Should a visit be necessary YOUR UTILITY personnel will make every effort to limit the person to person interaction time and practice the recommended social distancing of at least six feet. Prior to any visit by YOUR UTILITY, we will call to discuss the purpose and interactions necessary during the visit. Non-Emergency service calls may be rescheduled for a later date by the customer or YOUR UTILITY. If you, or someone who currently, or recently, occupied the location has been diagnosed with the virus, or is showing symptoms that would indicate a possible exposure, please share this with the caller. YOUR UTILITY NAME's staff will adjust their safety measures accordingly. It is important that we have your most recent contact information on file for this to work. If your contact information has recently changed, especially phone numbers, please contact YOUR UTILITY to update this.

Thank you for being a loyal customer of your locally owned and operated city utility, YOUR UTILITY. If you have questions about the services we provide please call or email.

YOUR UTILITY NAME, email, phone number

