

SAN GABRIEL VALLEY WATER COMPANY

San Gabriel Valley Water Company Important Business Changes Starting March 19, 2020

In the midst of this unprecedented health crisis that we are all a part of, we want to reassure you that San Gabriel Valley Water Company will do and continues to do everything it can to protect the health of our customers and the hundreds of dedicated employees who work hard every day to deliver safe, reliable water to your homes and businesses.

It is important to emphasize that there is no direct threat to the water supply from the COVID-19 pandemic. The water supply continues to be safe to drink and the system continues to operate normally. We foresee no circumstances under which our water system will be compromised. However, many of our employees come into regular contact with the public and in response, we are now taking the necessary steps to protect our employees and the public.

On March 9, 2020, we sent to our employees a list of actions recommended by the US Centers for Disease Control and Prevention, the World Health Organization, as well as state and local health agencies, to prevent the spread of COVID-19 and to stay safe in the workplace. Accordingly, we have increased the frequency of cleaning and sanitizing our offices, including wiping down counters, door handles and hand rails. We have added hand sanitizer dispensers throughout the Company's offices and field buildings. We have also advised our employees to follow safe hygiene practices of regular handwashing and observe minimal physical contact with employees and the public, and of course, we have directed employees to stay home when they are sick to reduce the transmission and communication of the disease in the workplace.

Also, we formed an internal COVID-19 Strike Team ("Strike Team") that will regularly respond to and implement government updates and mandates, evaluate the effectiveness of these measures and answer questions from the field staff that arise from time to time. The Strike Team will send out regular updates on the situation as well as answer customer and employee questions.

Here are some other actions we are taking:

- Until further notice, disconnection of service for non-payment is suspended for customers unable to make utility payments.
- Customer service offices are temporarily closed to the public for walk-in payments and other business. Although our customer service offices are closed to the public, customers will still be able to speak to knowledgeable customer service representatives by phone and 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, <http://www.sgvwater.com>.

El Monte
(626) 448-6183

Industry
(626) 330-1628

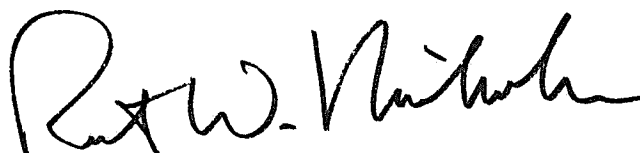
Whittier
(562) 699-1041

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- We are receiving daily updates from Company managers/supervisors about the health and safety of our employees ensuring that we continue providing safe reliable service to our customers.
- We are advising and arranging for employees not to gather in the office or in large groups. If meetings must be held, conference call capabilities will be utilized instead of meeting in-person.
- Employees must follow the advice of health professionals by washing their hands regularly and adhering to “social distancing” guidelines.
- In response to state and federal guidelines, we have authorized the following employees to remain at home or work from home, if possible:
 1. Employees over 65 years of age;
 2. Employees with underlying/chronic medical conditions or compromised Immune systems; and
 3. Employees who reside with infected or at-high-risk individuals.
- Employees, on a case by case basis, can take time to care for their children if their school districts have closed.
- We are continually updating our website with customer notifications about the responsive steps San Gabriel is currently taking, and to request that if customers need to communicate with the Company, they should do so by telephone, email, or U.S. mail.
- Finally, at the direction of the California Public Utilities Commission, the Company has activated its Emergency Disaster Relief Program, which is attached, thereby implementing those customer protections outlined in the Program which apply to the current State of Emergency.

We will continue to monitor this situation and will quickly respond to questions and provide updates to employees and customers to help the effort to reduce the impacts of COVID-19.

Please feel free to contact us at any time about these matters, and please stay safe and healthy.



Robert W. Nicholson
President

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NOTICE OF EMERGENCY CUSTOMER PROTECTIONS

Effective March 4, 2020, San Gabriel Valley Water Company will provide the following protections to all residents and small businesses owners (including non-customers) who are impacted by the COVID-19 Emergency:

- Suspend deposit and waive reconnection fees for residents seeking to re-establish service for up to one year for affected customers
- Expedite responses to turn-on and turn-off service requests
- Create payment plan options
- Provide support for low-income customers
- Work with affected customers to resolve unpaid bills and minimize disconnections for non-payment

For additional information, please visit our website at www.sgvwater.com. If you have questions or would like to speak to a San Gabriel Valley Water Company representative, please contact us at our El Monte Office (626)448-6183, Whitter Office (562)699-1041, or Industry Office (626)330-1628.