

Dear Community Leader,

Aqua is actively monitoring the novel coronavirus “COVID-19” outbreak globally and in the U.S. We are working closely with the Centers for Disease Control and Prevention and local health authorities to continuously monitor the situation and evaluate our operational response plans.

First and foremost, our customers should be assured that **drinking water provided by Aqua meets or exceeds all state and federal safety requirements**. Aqua’s standard business operations include treatment procedures that remove or inactivate viruses, including COVID-19, from our water supplies and sources.

As a utility that provides critical public services, our focus is on ensuring the continued reliability and safety of our water and wastewater systems for our customers, as well as the health and safety of our employees.

Our preparedness efforts include providing ongoing guidance and resources to our employees to mitigate the spread of acute respiratory illness, lessen the potential impact of COVID-19 in our facilities and maintain business operations. At this time, we do not anticipate any disruptions or impact to our services as a result of the outbreak.

Effective March 13th, Aqua initiated a customer termination moratorium and will discontinue non-emergency service shut-offs. Aqua will continue to perform duties to maintain our mission critical operations and ensure our drinking water and wastewater systems continue to meet all state and federal regulatory standards and provide the highest level of uninterrupted service to our customers.

Aqua customers can stay up to date on any water service emergencies impacting their area by signing up to receive our WaterSmart Alerts by phone, email and/or text. Customers should visit [AquaAmerica.com](https://www.aquaamerica.com) and click the Water Smart Alerts tab.

We will continue to provide any relevant updates as this situation evolves. As always, feel free to contact me with any questions or concerns.

Thank you,



Steve Clark

Greater Pennsylvania Director of Operations

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