

May 1, 2020

RE: Customer Newsletter (Spring 2020)

To Our Valued Customers,

I hope this letter finds you well. As your wastewater provider, our commitment to you is to provide safe, reliable and cost-effective wastewater service. Every day, we work hard to uphold this commitment. We would like to take this opportunity to update you on recent activities at Emerald Valley Wastewater Company.

COVID-19 and Your Wastewater Service

An issue at the top of everyone's mind is the COVID-19 public health emergency. Emerald Valley Wastewater Company has taken extra precautions to ensure your wastewater service remains safe and uninterrupted. If you are experiencing difficulties in completing bill payments on time, please reach out to us directly in order to arrange accommodations.

New Website

We are happy to announce that a new website has launched, enabling improved customer service and communication. Visit www.puttman.com and click [Utilities](#) and then [Emerald Valley Wastewater Company](#) to find the homepage.

Utility Contact Information Magnets

Enclosed with this month's newsletter is a magnet with important utility contact information. We are available 24/7 to respond to any needs you may have.

Customer Service Agreement & Online Bill Pay

Many customers have expressed interest in online bill pay. We're looking to launch online bill pay in June. Please complete the enclosed customer service agreement to select a payment method and return to us via mail or email. We'll also use this information to update our customer contacts in order to notify you of service issues, repairs and emergencies.

From the entire team at Emerald Valley Wastewater Company, we thank you for the opportunity to serve you and we wish you continued health and safety.

Sincerely,

Emerald Valley Wastewater Company



Thomas J. Puttman, PE, AICP, LEED AP
General Manager