

May 1, 2020

**RE: Customer Newsletter (Spring 2020)**

To Our Valued Customers,

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

**COVID-19 and Your Drinking Water**

An issue at the top of everyone's mind is the COVID-19 public health emergency. The Oregon Health Authority has issued guidance that states drinking water that is meeting all current standards is considered safe to drink. As a community water system operator, our responsibility is to keep drinking water safe. South Coast Water Company has taken extra precautions to ensure your water supply 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](http://www.puttman.com) and click [Utilities](#) and then [South Coast Water 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 South Coast Water Company, we thank you for the opportunity to serve you and we wish you continued health and safety.

Sincerely,

**South Coast Water Company**



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