



MILFORD WATER COMPANY

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Dear Valued Customer:

Milford Water Company recognizes the increasing disruptions and anxiety caused by the COVID-19 virus as it evolves daily. Milford Water is committed to providing safe quality drinking water while ensuring the safety and well-being of our employees, customers, families, and the community in which we live and work. In response to the COVID-19 situation, we continue to monitor the crisis closely and following best practices as recommended by the Centers for Disease Control (CDC) as well as local and federal authorities to minimize the risk of exposure. Milford Water Company has plans in place with our affiliated companies, which includes a Pandemic Plan, and we continue to update it as conditions change.

We are committed to continue to serve you with the same responsiveness, expertise, and experience you expect and deserve. Though our office remains open we have closed our doors to in-person visits. Additionally, should the need arise to physically close our office, our staff is fully equipped to work remotely and securely to provide support and service to our customers and staff.

In addition, we understand and we are committed to our/your obligation and “Special Responsibility,” under the Guidelines for America (<https://bit.ly/3abGKs7>), to implement and maintain strategies to help slow the spread of the Coronavirus and to help ensure continuity of Essential Critical Infrastructure Sectors, as defined by the US Department of Homeland Security.

We remain committed to adjusting our contingency plans to ensure critical infrastructure continuity for our customers. Despite the uncertainty we’re all experiencing with more State and local authorities making the difficult decisions to implement “shelter in place” orders - We remain fully staffed to ensure safe, quality drinking water while maintaining business continuity. We recognize everyone is facing increasing challenges and hardships dealing with the COVI-19 virus and we are committed to working with our customers who are impacted by it.

By working together, we will all get through this. Please do not hesitate to contact us to address any needs, questions or concerns.

Wishing you the best
David Condrey, Manager