



March 27, 2020

**Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 6510265102**

**Re: COVID 19 response from Central States Water Resources**

Dear Mark Oligschlaeger, Director Financial and Business Analysis Division, Natelle Dietrich, Director Industry Analysis Division, and Kevin Thompson, Director Staff Counsel Division,

As the ongoing COVID-19 public health crisis continues to evolve, we recognize that you have an enormous responsibility in protecting the public's safety in the state of Missouri

Clean, safe and reliable water may be the difference between life and death for many of the constituents you serve. We will safeguard the commitments we have made to you and the residents of this state to provide safe, reliable service to our customers, fulfilling all federal and state drinking and wastewater standards.

To keep you informed, moving forward we will provide you with weekly status updates about our performance, service and customer feedback. Please let this letter serve as the first such update.

**BILLING**

People are suffering across the country and throughout the state. As the pandemic evolves, one of the critical elements outlined by the Centers for Disease Control & Prevention is hand washing. There has never been a more important time to support personal hygiene than in preventing the spread of the coronavirus.

Therefore, we have suspended billing-related service shutoffs for at least 30 days and will continue to evaluate this suspension period and remain in compliance with any relevant state orders.

Additionally, if service was turned off previously for non-payment prior to the pandemic, and that customer has been impacted by COVID-19, we will turn services back on.



### **RELIABILITY**

Our responsibility to you and your constituents is to provide safe and reliable service 24-7, 365 days a year, and we are doing everything we can to keep our employees safe without any interruption in service. Thus far, since the beginning of the pandemic, we have experienced no service interruptions in the state.

### **WORKFORCE TRACKING**

For the duration of the crisis, we will be tracking the sick leave of our entire workforce as well as contract operators to ensure that staffing levels are maintained to provide ongoing service. This action will allow us to quickly and effectively reallocate personnel to operations that are not able to maintain adequate staffing due to COVID-19. In addition, we already have backup personnel and contractors in place to ensure that in any circumstance, we are able to continue providing safe and reliable service to our customers. We will make note in our weekly reports if any of these backup plans have been utilized.

### **ESSENTIAL SUPPLY TRACKING**

As a company, we are tracking all of our suppliers and closely monitoring the continued availability of utility supplies including key consumables (such as disinfection products for water and sewerage service), key equipment (pumps, blowers), and essential components (parts, pipes). Thus far we have not experienced any disruptions in our supply chain, nor do we anticipate any disruptions. However, if we have any disruption in the availability of supplies – we will inform you. Additionally, we have contingency plans in place for every system we own to maintain safe and reliable service to our customers.

### **CUSTOMER COMMUNICATION & FEEDBACK**

We are sending the attached correspondence to all of the customers we service in Missouri in order to provide clear guidance to our communities that we will continue to provide safe and reliable service in this crisis. As we receive feedback from customers over the coming month, we will report on this to you.

Thank you for your leadership during these very challenging times and your service to communities in Missouri. Your partnership is essential in our efforts to safely and reliably serve the citizens of Missouri. We look forward to working with you for many years to come.

Sincerely,

A handwritten signature in black ink, appearing to read "Josiah Cox", is written over a light blue circular graphic element.

Josiah Cox, President