

Confluence Rivers Utility Operating Company
 1650 Des Peres Rd. Suite 303
 St. Louis, MO 63131



March 27, 2020

XXXXX XXXXXX
 XXXXXXXX XXXXX
 XXXXX XX XXXXX

Dear Customer:

The COVID-19 crisis has thrust our nation into an unprecedented time unlike anything our generation has ever experienced, and we need to care for one another like never before. That's why, more than anything, we hope this message finds you and your family safe and healthy.

Whether we provide your drinking water service, your wastewater service or both – at Confluence Rivers Utility we have an obligation to you that is crucial for your health. We will continually work to bring safe, reliable and environmentally responsible water resources to you, your family and neighbors – and we are here for you, 24 hours-a-day and 365 days a year at 1-866-945-3920.

Because our services are so critical, it's important to inform you about measures we are taking during the COVID-19 crisis.

WE ARE PREPARED

We like to say that, "By failing to prepare, you are preparing to fail." It's why we immediately activated our business continuity plan once the COVID-19 crisis came to light. We have an essential responsibility to fulfill all federal and state drinking and wastewater standards and protect our customers and employees. After all, our promise begins and ends with ensuring a safe and reliable water supply, 365 days a year.

As poor water quality can lead to infectious, water-related diseases, we strictly monitor drinking water quality and wastewater discharge effluent to ensure the safety of communities – and will continue to do so throughout this pandemic by using innovative technology solutions and around-the-clock, real-time monitoring to ensure continuous, safe water resources service.

YOUR WATER WILL REMAIN ON

There has never been a more important time to support personal hygiene and hand-washing is an essential part of preventing the spread of the coronavirus. That's why 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 applicable state orders.

Additionally, if your service was turned off previously for non-payment prior to the pandemic and you or your family has been afflicted with COVID-19, we will turn your services back on. Please contact us through our website or call us immediately.

COVID-19 AND DRINKING WATER

Coronavirus, which causes COVID-19, has not been detected in drinking water supplies. You can continue to use and drink water from your tap as usual. We follow strict treatment guidelines established by the state and federal Environmental Protection Agency (EPA) that prevent waterborne pathogens such as viruses from contaminating drinking water and wastewater. Coronavirus is a type of virus that is particularly susceptible to disinfection and standard disinfectant processes are effective.

DOES IT FLUSH

We have a series on our social media channels called "Does it Flush" where we outline a variety of items you may, and should not, flush. And during the coronavirus pandemic, many have used products like disinfecting wipes in an effort to sanitize. These should not and cannot be flushed safely. Please dispose of them in your trash.

SOCIAL DISTANCING

Our organization, team and contractors we work with have put into place essential social distancing procedures. For your safety and that of our employees, please do not approach our employees while they are performing service work. We ask that you follow social distancing recommendations issued by the Centers for Disease Control and Prevention (<https://www.cdc.gov/coronavirus/2019-ncov/>).

WE CARE

We entered into this business because there was, and still is, an essential need. One in every four Americans is exposed to potentially unsafe drinking water or wastewater systems. That's a reality faced across our nation. It's why we are working to transform how water utilities work by using technology and innovation to quickly assess and invest in reliable infrastructure that meets or exceeds stringent state and federal safety standards, ensuring all communities across the U.S. have access to safe, clean and reliable water resources while protecting the aquifers, lakes, rivers and streams that are essential to our world.

WE'RE HERE 24/7, 365

We are doing everything we can to keep our employees safe without any interruption to your service. We're here for any questions you have, and our and emergency teams remain on duty for any trouble that may arise: 1-866-945-3920. We also encourage you to follow us on our website:


ConfluenceRiversWaterUOC.com as well as Facebook:

<https://www.facebook.com/ConfluenceRiversWaterUOC/> and Twitter <https://twitter.com/confluencewater> as we post updates often.

You and your well-being are important to us. Thank you for your trust as we continue to provide you with safe, clean, reliable water and wastewater services. We will not let you down.

Sincerely,

Josiah Cox, President



Josiah Cox, President

Elm Hills Utility Operating Company
1650 Des Peres Rd. Suite 303
St. Louis, MO 63131



APPENDIX B
ELM HILLS
Utility Operating Company
A CSWR Managed Utility

March 27, 2020

XXXXXXXX XXXXXXXXX
1145 NE 15
Knob Noster MO 65336

Dear Customer:

The COVID-19 crisis has thrust our nation into an unprecedented time unlike anything our generation has ever experienced, and we need to care for one another like never before. That's why, more than anything, we hope this message finds you and your family safe and healthy.

Whether we provide your drinking water service, your wastewater service or both – at Elm Hills Utility we have an obligation to you that is crucial for your health. We will continually work to bring safe, reliable and environmentally responsible water resources to you, your family and neighbors – and we are here for you, 24 hours-a-day and 365 days a year at 1-866-245-4796.

Because our services are so critical, it's important to inform you about measures we are taking during the COVID-19 crisis.

WE ARE PREPARED

We like to say that, "By failing to prepare, you are preparing to fail." It's why we immediately activated our business continuity plan once the COVID-19 crisis came to light. We have an essential responsibility to fulfill all federal and state drinking and wastewater standards and protect our customers and employees. After all, our promise begins and ends with ensuring a safe and reliable water supply, 365 days a year.

As poor water quality can lead to infectious, water-related diseases, we strictly monitor drinking water quality and wastewater discharge effluent to ensure the safety of communities – and will continue to do so throughout this pandemic by using innovative technology solutions and around-the-clock, real-time monitoring to ensure continuous, safe water resources service.

YOUR WATER WILL REMAIN ON

There has never been a more important time to support personal hygiene and hand-washing is an essential part of preventing the spread of the coronavirus. That's why 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 applicable state orders.

Additionally, if your service was turned off previously for non-payment prior to the pandemic and you or your family has been afflicted with COVID-19, we will turn your services back on. Please contact us through our website or call us immediately.

COVID-19 AND DRINKING WATER

Coronavirus, which causes COVID-19, has not been detected in drinking water supplies. You can continue to use and drink water from your tap as usual. We follow strict treatment guidelines established by the state and federal Environmental Protection Agency (EPA) that prevent waterborne pathogens such as viruses from contaminating drinking water and wastewater. Coronavirus is a type of virus that is particularly susceptible to disinfection and standard disinfectant processes are effective.

DOES IT FLUSH

We have a series on our social media channels called "Does it Flush" where we outline a variety of items you may, and should not, flush. And during the coronavirus pandemic, many have used products like disinfecting wipes in an effort to sanitize. These should not and cannot be flushed safely. Please dispose of them in your trash.

SOCIAL DISTANCING

Our organization, team and contractors we work with have put into place essential social distancing procedures. For your safety and that of our employees, please do not approach our employees while they are performing service work. We ask that you follow social distancing recommendations issued by the Centers for Disease Control and Prevention (<https://www.cdc.gov/coronavirus/2019-ncov/>).

WE CARE

We entered into this business because there was, and still is, an essential need. One in every four Americans is exposed to potentially unsafe drinking water or wastewater systems. That's a reality faced across our nation. It's why we are working to transform how water utilities work by using technology and innovation to quickly assess and invest in reliable infrastructure that meets or exceeds stringent state and federal safety standards, ensuring all communities across the U.S. have access to safe, clean and reliable water resources while protecting the aquifers, lakes, rivers and streams that are essential to our world.

WE'RE HERE 24/7, 365

We are doing everything we can to keep our employees safe without any interruption to your service. We're here for any questions you have, and our and emergency teams remain on duty for any trouble that may arise: 1-866-245-4796. We also encourage you to follow us on our website: ElmHillsUOC.com as well as Facebook: <https://www.facebook.com/ElmHillsWaterUOC/> and Twitter <https://twitter.com/elmhillswater> as we post updates often.

You and your well-being are important to us. Thank you for your trust as we continue to provide you with safe, clean, reliable water and wastewater services. We will not let you down.

Sincerely,

Josiah Cox, President



Josiah Cox, President



March 27, 2020

XXXXX XXXXXXXX
101 Walnut Park Drive
Sedalia MO 65301

Dear Customer:

The COVID-19 crisis has thrust our nation into an unprecedented time unlike anything our generation has ever experienced, and we need to care for one another like never before. That's why, more than anything, we hope this message finds you and your family safe and healthy.

Whether we provide your drinking water service, your wastewater service or both – at Raccoon Creek Utility we have an obligation to you that is crucial for your health. We will continually work to bring safe, reliable and environmentally responsible water resources to you, your family and neighbors – and we are here for you, 24 hours-a-day and 365 days a year at 1-866-452-1357.

Because our services are so critical, it's important to inform you about measures we are taking during the COVID-19 crisis.

WE ARE PREPARED

We like to say that, "By failing to prepare, you are preparing to fail." It's why we immediately activated our business continuity plan once the COVID-19 crisis came to light. We have an essential responsibility to fulfill all federal and state drinking and wastewater standards and protect our customers and employees. After all, our promise begins and ends with ensuring a safe and reliable water supply, 365 days a year.

As poor water quality can lead to infectious, water-related diseases, we strictly monitor drinking water quality and wastewater discharge effluent to ensure the safety of communities – and will continue to do so throughout this pandemic by using innovative technology solutions and around-the-clock, real-time monitoring to ensure continuous, safe water resources service.

YOUR WATER WILL REMAIN ON

There has never been a more important time to support personal hygiene and hand-washing is an essential part of preventing the spread of the coronavirus. That's why 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 applicable state orders.

Additionally, if your service was turned off previously for non-payment prior to the pandemic and you or your family has been afflicted with COVID-19, we will turn your services back on. Please contact us through our website or call us immediately.

COVID-19 AND DRINKING WATER

Coronavirus, which causes COVID-19, has not been detected in drinking water supplies. You can continue to use and drink water from your tap as usual. We follow strict treatment guidelines established by the state and federal Environmental Protection Agency (EPA) that prevent waterborne pathogens such as viruses from contaminating drinking water and wastewater. Coronavirus is a type of virus that is particularly susceptible to disinfection and standard disinfectant processes are effective.

DOES IT FLUSH

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SOCIAL DISTANCING

Our organization, team and contractors we work with have put into place essential social distancing procedures. For your safety and that of our employees, please do not approach our employees while they are performing service work. We ask that you follow social distancing recommendations issued by the Centers for Disease Control and Prevention (<https://www.cdc.gov/coronavirus/2019-ncov/>).

WE CARE

We entered into this business because there was, and still is, an essential need. One in every four Americans is exposed to potentially unsafe drinking water or wastewater systems. That's a reality faced across our nation. It's why we are working to transform how water utilities work by using technology and innovation to quickly assess and invest in reliable infrastructure that meets or exceeds stringent state and federal safety standards, ensuring all communities across the U.S. have access to safe, clean and reliable water resources while protecting the aquifers, lakes, rivers and streams that are essential to our world.

WE'RE HERE 24/7, 365

We are doing everything we can to keep our employees safe without any interruption to your service. We're here for any questions you have, and our and emergency teams remain on duty for any trouble that may arise: 1-866-452-1357. We also encourage you to follow us on our website: [RaccoonCreekUOC.com](https://www.RaccoonCreekUOC.com) as well as Facebook: <https://www.facebook.com/RaccoonCreekWater/> and Twitter <https://twitter.com/raccooncreekuoc> as we post updates often.

You and your well-being are important to us. Thank you for your trust as we continue to provide you with safe, clean, reliable water and wastewater services. We will not let you down.

Sincerely,

Josiah Cox, President



Josiah Cox, President

Hillcrest Utility Operating Company
1650 Des Peres Rd. Suite 303
St. Louis, MO 63131



APPENDIX B
HILLCREST
Utility Operating Company
A CSWR Managed Utility

March 27, 2020

XXXXXXX XXXX
100 W. Forester Dr.
Cape Girardeau, MO 63701

Dear Customer:

The COVID-19 crisis has thrust our nation into an unprecedented time unlike anything our generation has ever experienced, and we need to care for one another like never before. That's why, more than anything, we hope this message finds you and your family safe and healthy.

Whether we provide your drinking water service, your wastewater service or both – at Hillcrest Utility we have an obligation to you that is crucial for your health. We will continually work to bring safe, reliable and environmentally responsible water resources to you, your family and neighbors – and we are here for you, 24 hours-a-day and 365 days a year at 1-866-452-1356..

Because our services are so critical, it's important to inform you about measures we are taking during the COVID-19 crisis.

WE ARE PREPARED

We like to say that, "By failing to prepare, you are preparing to fail." It's why we immediately activated our business continuity plan once the COVID-19 crisis came to light. We have an essential responsibility to fulfill all federal and state drinking and wastewater standards and protect our customers and employees. After all, our promise begins and ends with ensuring a safe and reliable water supply, 365 days a year.

As poor water quality can lead to infectious, water-related diseases, we strictly monitor drinking water quality and wastewater discharge effluent to ensure the safety of communities – and will continue to do so throughout this pandemic by using innovative technology solutions and around-the-clock, real-time monitoring to ensure continuous, safe water resources service.

YOUR WATER WILL REMAIN ON

There has never been a more important time to support personal hygiene and hand-washing is an essential part of preventing the spread of the coronavirus. That's why 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 applicable state orders.

Additionally, if your service was turned off previously for non-payment prior to the pandemic and you or your family has been afflicted with COVID-19, we will turn your services back on. Please contact us through our website or call us immediately.

COVID-19 AND DRINKING WATER

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DOES IT FLUSH

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SOCIAL DISTANCING

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WE CARE

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WE'RE HERE 24/7, 365

We are doing everything we can to keep our employees safe without any interruption to your service. We're here for any questions you have, and our and emergency teams remain on duty for any trouble that may arise: 1-866-452-1356.. We also encourage you to follow us on our website: HillcrestUOC.com as well as Facebook: <https://www.facebook.com/HillcrestUOC/> and Twitter <https://twitter.com/hillcrestuoc> as we post updates often.

You and your well-being are important to us. Thank you for your trust as we continue to provide you with safe, clean, reliable water and wastewater services. We will not let you down.

Sincerely,

Josiah Cox, President



Josiah Cox, President



March 27, 2020

«Resident_Name»
«Billing_Address_Line_1»
«Billing_Address_Line_2»
«Billing_City» «Billing_State» «Billing_Zip5»

Dear Customer:

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Whether we provide your drinking water service, your wastewater service or both – at «Utility» we have an obligation to you that is crucial for your health. We will continually work to bring safe, reliable and environmentally responsible water resources to you, your family and neighbors – and we are here for you, 24 hours-a-day and 365 days a year at «phone».

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WE CARE

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WE'RE HERE 24/7, 365

We are doing everything we can to keep our employees safe without any interruption to your service. We're here for any questions you have, and our and emergency teams remain on duty for any trouble that may arise: «phone». We also encourage you to follow us on our website: «website» as well as Facebook: «facebook» and Twitter «twitter» as we post updates often.

You and your well-being are important to us. Thank you for your trust as we continue to provide you with safe, clean, reliable water and wastewater services. We will not let you down.

Sincerely,

Josiah Cox, President



Josiah Cox, President