

**From:** Deborah Dewey <Deborah.Dewey@amwater.com>  
**Sent:** Tuesday, July 21, 2020 8:50 AM  
**To:** Silvey, Ryan  
**Cc:** Burton, Kim; Busch, Jim; Dietrich, Natelle; Brian W LaGrand; Timothy W Luft; Christine M Page; Grant A Evitts  
**Subject:** Sewer Shutoffs

Chairman Silvey;

I wanted to give you a heads up that many of the communities with which we have sewer shut-off agreements are requesting that we begin shut-offs again to help them with past due accounts for sewer service. As you know, we suspended all shut-offs for nonpayment for our customers and for these community-run sewer systems in March because of COVID-19. We have agreements with a number of communities to shut-off water at the community's request if they have customers who are not making sewer service payments as required.

We are preparing necessary communications to these communities and their customers before restarting this activity. We will notify the Commission of the date when we propose to begin performing these services for community sewer systems again, but I wanted to provide a heads-up in case there are any questions or concerns.

We are also working on a schedule to propose restart of past due notices and potential shut-offs for our customers. Before proceeding, we are developing customer communications and evaluating support that we might be able to provide in terms of payments plans, assistance referrals, etc. We will of course review any proposed plan to re-start dunning with the Commission before proceeding.

Please contact me if you have any questions or concerns.

Regards,

Debbie

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