

Lincoln Avenue Water Company

The mission of the Lincoln Avenue Water Company is to reliably provide to its customers and shareholders high quality water, service, and maintenance of the Company's resources in an environmentally and fiscally responsible manner.

March 23, 2020

Dear Shareholders, Customers and Neighbors:

We understand this is a stressful time for our community and for the households we serve. Please know that we are here for you and committed to taking all steps necessary to maintain, safe and reliable water service.

We are well prepared to continue providing water service throughout this pandemic. We have staff and infrastructure in place to maintain water service around the clock to keep families healthy, clean and hydrated.

Please know that the water system is safe. COVID-19 has not been detected in any water supply. Furthermore, The U.S. Centers for Disease Control and Prevention have confirmed, the water treatment methods and disinfection process, such as the one's operated by Lincoln Avenue, remove or inactivate the virus that causes COVID-19 in addition to many other contaminants. The Environmental Protection Agency (EPA) has set up a website to address questions and concerns you may have regarding the virus and public water systems. For more information please visit www.epa.gov/coronavirus.

At this time we wanted to let you know what we are doing to protect our customers, employees and community.

Given the importance of hygiene and sanitation to prevent the spread of COVID-19, and to protect our residents who are struggling due to loss of income, we are postponing water service disconnections through May 31st. If you are experiencing a financial hardship, please contact our office to set up an extended payment plan. The Board has authorized the General Manager to waive late penalties, where appropriate. However, if you are able to pay your bill on time we encourage you to do so. This will give us the ability to continue operating the company without resorting to measures, such as borrowing, that will ultimately increase the cost of water to our customers.

While we are always available 24/7, our office will now be closed each Friday. We will remain open Monday through Thursday 8 am – 4 pm, closing 12 pm – 1 pm for lunch. This will allow us to reduce our daily staff while continuing to provide important customer service. We ask our customers to avoid visiting our office if possible. Please use our online, telephone and mail payment options to pay your water bill. You may also utilize the payment drop box located near the driveway entrance.

In an effort to further follow state and federal guidelines, we will also be using teleconferencing to conduct all Board meetings. Information on how to participate in the meeting will be included at the top of each agenda.

And finally, it is also necessary to postpone our Annual Shareholders Meeting, originally scheduled for May 4th, until a future date. We will keep you updated on this important event as this situation progresses.

We will continue to monitor developments and adjust our operation where necessary. The Board of Directors, management and staff at Lincoln Avenue remain committed to providing the highest quality and most reliable water service to customers at all times.

Thank you for your understanding while we address this unprecedented situation together.

If you have any questions or concerns, please contact our office at 626.798.9101.

Sincerely,



John Clairday
President