

COVID-19 Response and Preparedness

As our State and region are dealing with the impact of the spread of the coronavirus (COVID-19), we wanted to reach out to our customers about the actions and preparedness that we have been employing at Pennichuck. Pennichuck has pandemic planning protocols in place as a part of our emergency action plans and began the implementation of those protocols in late February. Pennichuck has elevated the impact and implementation of these protocols as this contagion has increased in the region, and in response to actions put in place by both the Federal government, and in New Hampshire by Governor Sununu.

Some of the basic protocols currently in place for Pennichuck and our customers are the following:

- As a regulated water utility serving multiple communities throughout the State, it is vitally important that we are able to maintain essential services and operations, in order to continue to provide water in compliance with Safe Drinking Water Act, as well as NH Department of Environmental Services regulations;
- These essential services include:
 - Maintaining water quality and quantity to customers in compliance with standards and requirements;
 - Providing for emergency response actions and repairs for our customers, as those might arise;
 - Maintaining a continuity of communications with our customers, both in providing information to our customers, and maintaining our customer support staff and resources in responding to customers questions and concerns;
 - Providing for necessary water sampling and testing;
 - Providing for essential operational activities in our distribution system, including certain annual “night flushing” activities in water systems with watermains which have interior surfaces that allow for the build-up of corrosion and sediments that can negatively impact distribution system water quality, leading into the Summer consumption months;
 - In distribution systems that do not have the types of watermains referenced in the paragraph above, and where flushing is normally accomplished during daytime hours, the flushing activities will be rescheduled for the Fall of this year, in order to minimize disruption in those systems during the day with so many people currently working from home or observing the “stay at home” order put in place by the Governor.
 - Working with both State and Federal officials as it relates to actions taken to support our local and statewide economy, as it relates to emergency response orders, and financial alternatives being considered and offered to customers in our region;



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- Maintaining a fully operational staff in order to fully support our customers through this pandemic, and thereafter, without disruption or impact to our customers.
- As early as the beginning of March, Pennichuck implemented certain precautions, which have increased in their implementation and impact as this situation has increased. This includes the following:
 - Pennichuck implemented health-based standards for all employees including:
 - Protocols to limit group meetings,
 - Minimizing and eliminating face-to-face contact with customers in observance of proper social distancing measures,
 - Provided for self-imposed isolation and self-quarantine in any situation where a possible risk of exposure to employees could occur and be spread to additional staff and/or customers,
 - Cancellation of participation in all large group gatherings and/or forums, conferences and meetings,
 - Provided all employees with the necessary PPE needed for the performance of their duties,
 - Defined essential versus non-essential duties in support of maintaining the Company's ability to meet its needs to customers,
 - Provided for all employees that could perform their duties remotely, to be able to function fully from their homes, in advance of the observance and issuance of the Governor's "stay at home" order,
 - Provided for all functions in the Company that could not be performed remotely in observance of that order, to be able to be accomplished in an isolated and segregated manner.
 - In order to preserve and protect the health and well-being of all Pennichuck customers and employees, and in observance of orders in place from the Governor as well as recommendations from the CDC, **we ask that our personnel be left alone while conducting their essential duties, and that everyone fully observe social distancing protocols with respect to Pennichuck personnel working throughout our distribution system coverage areas.**
- In light of the current COVID-19 operating environment, Pennichuck is rolling out its new Social Media platform, which will utilize Facebook to provide outreach to customers. This Social Media resource will be used for both emergency outreach as well as providing a platform for additional outreach pertaining to Company activities and educational information.
- We are also asking customers to respond with the most up to date contact information, such that Pennichuck can use all possible resources to contact customers with regards to emergencies and/or other vital and important information. **Please visit the form on this website in order to update and/or provide additional contact information to Pennichuck, such that we can enhance our ability to reach our customers, as needed, during emergency**



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situations, and in order to communicate ongoing activities which might be impactful to customers.

As a regulated water utility serving 30 communities in the State, it is vitally important that we continue to accomplish our overall responsibilities for our customers. To that end, it is also important that Pennichuck remain financially viable in doing so. In that light, we wish to thank all of our customers for their continued diligence in processing their water bill payments to the Company, on a regular and timely basis, and using the various portals available in which to do so. The processing of those payments into customer account records has seen some delays due to the differential in our current operations, but any impacts from that process which can be mitigated are being addressed, and if any individual concerns arise due to this, please contact our Customer Service department at 800-553-5191, and our personnel will be ready and willing to answer and respond to your concerns.

Thank you and remain safe and healthy,

Larry D. Goodhue

CEO Pennichuck