



To our Customers,

As a family owned and values-driven company, nothing is more important to us than the health of our customers, employees and greater communities. We take very seriously our obligation to keep all our customers supplied with a fresh water supply.

Our Customer Service Department will remain open during the normal business hours of 8:30 – 4:30, Monday – Friday. After hours emergencies will be taken by our answering service and relayed to the appropriate on-call personnel. You will continue to see our maintenance crews and service personnel in your communities ensuring that your service continues without interruption.

For the safety of our customers and our staff, we are limiting in-person visits to customers' homes to emergency situations only. Our teams working across our operations, including those now working remotely, are following CDC guidelines, including practicing safe working distances and cleaning protocols.

Please feel free to contact us should you experience any water emergency or have any other questions we can address.

Thank you for being a valued customer. On behalf of all our employees, we send our best wishes for your health and well-being as we face this challenge together.

Adam W. Shaifer  
President