

## Covid-19 Reminder

### Las Flores Water Provides Uninterrupted Service Through Covid-19 Pandemic

We are committed to continuing to serve our shareholders during the COVID-19 Pandemic & will remain open. As an essential public service that remains operational, the company has taken steps to protect employees & shareholders & is following guidelines from Centers for Disease Control & Prevention.

- **NO IN-PERSON CUSTOMER SERVICE WITHOUT PRIOR APPOINTMENT.** If you have an appointment, please be on time & always wear masks while in our premises.
- If you have any billing questions, please call us during office hours.
- If you need your balance due, please call us. DO NOT attempt to have a conversation through the door or ask to enter our office.
- **For the time being, we are asking our customers NOT to make their payments in person.** Please use the payment drop box located outside our office. We also encourage you to make your payment by mail, ACH Direct Debit or online through *SoftTelPay*. **PLEASE DO NOT ATTEMPT TO OPEN THE DOOR.**
- If you require a receipt for your payment, they will be delivered via email only.

We will continue to closely monitor the situation & do all we can to protect you & our employees. Please visit our website [www.lasfloreswaterco.com](http://www.lasfloreswaterco.com) for the latest updates, news & questions. Thank you for your cooperation.