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**COVID-19 Operational Status Update as of April 3, 2020**

Customers, Vendors, and Guests:

As the State of Michigan has issued a Stay-at-Home Executive Order in response to the spread of the COVID-19 virus and pandemic, we are writing with an update on our operational status.

The work we do for our clients, especially the testing of drinking water for consumption and wastewater for treatment, is significant to maintaining the public health of our communities, and as such, we are an Essential Services provider.

With that, we will remain open for business during the Stay-at-Home order.

During this time, we will have limited staff on-site and will be engaged in alternate work practices to minimize the exposure risk to our team members to ensure that we can continue to play our vital role in serving our communities.

To that end, we are making the following changes to our work practices. These changes are in addition to or replace the guidance provided on March 16, 2020 and March 23, 2020.

**What is different?**

1. **Limited Hours** – Starting Monday, April 6, 2020, our availability on-site at our facility for transactions (sample drop-off, supply pick-up, etc.) will be limited to 08:00 (8AM) to 15:00 (3PM), Monday through Friday. Customers must continue to provide advance notice of need(s) by calling ahead before arriving on-site at our facility. Call your Account Coordinator or 734.462.3900 and select Option 1.

Thank you for your consideration and support of these measures. We look forward to continuing to serve existing and new customers during the entire pandemic period and rely on your assistance to accomplish this goal!

Sincerely,  
John Parmentier  
President