



COVID-19 Operational Status Update as of March 23, 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.

What is different?

1. **Call Ahead Required** – Customers must 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.
2. **Non-Contact Transactions** – The use of non-contact transactions with samples and documents being left in bins and/or on the shelf at the Drop-Off point outside our front door is required. Access to our facility will be limited. When you use the Drop-Off point, 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