

September 3, 2020

Dear Valued Customer,

Throughout our response to the COVID-19 crisis, we have kept our commitment to provide our community with safe and reliable water and wastewater essential services. We want to take this opportunity to update you on our activities.

We responded quickly; early on, our COVID-19 Incident Command Team put in place comprehensive policies for office closure, remote work, physical distancing, and the use of personal protective equipment. These measures, among others, are under constant review as we evaluate reopening and a return to more normal operations. Currently, only a small number of our offices meet the stringent criteria for reopening. When reopening does occur, it will be done carefully and methodically.

All our systems continue to function normally, and required maintenance is being performed. Our field employees continue to read meters and carry out essential customer visits while practicing mandatory Physical Distancing (min. 6ft).

In March, we announced a suspension of late fees and disconnections for nonpayment. But as efforts to reopen the economy move forward, some regulators are allowing utilities to return to standard billing and disconnection policies. We continue to suspend late fees and disconnections, but we encourage all customers to stay current with payments as much as possible, as unpaid balances may be harder to manage down the road. We understand COVID-19 represents financial challenges for many households. To that end, we are offering Deferred Payment Arrangements for customers that qualify and other financial assistance may be available to those affected. Please contact Customer Service for additional information.

We view communications with customers as an essential part of our service. The best way to connect with us and stay informed of important COVID-19 updates is to contact our Customer Service Department at (907) 479-3118, or email us at usainfo@akwater.com if you have any questions or concerns.

At Fairbanks Sewer & Water, Inc. (FSW), which includes Golden Heart Utilities, Inc., College Utilities Corporation, and Utility Services of Alaska, Inc., we are taking appropriate, science-based actions to mitigate the impacts of COVID-19. We are committed to efforts to control this pandemic and implore you do your part as well. If you require more information, please contact us.

Sincerely,



Oran Paul
President