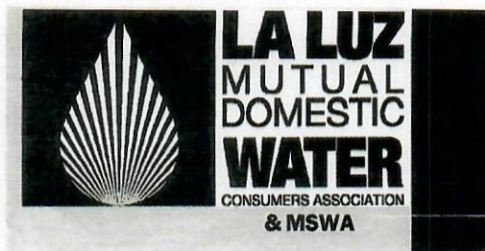


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La Luz, NM 88337
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March 26, 2020

Dear Member(s),

I hope this finds you safe and well. This is to update you on what measures the Board is taking during the COVID-19 pandemic. The office has been closed to the interaction with the public. Please continue to make payments via postal service or the dropbox. Our operators continue to maintain and monitor the water to ensure the safety and health of all, protect the environment, and comply with current governmental regulations.

As every business in Otero County and nationwide are prepping and dealing with this pandemic, it may have caused hardship for community members being laid-off or hours cut back. Be assured, water will not be shut off during this difficult time. The Board has discussed a solution for those who need it the most. *Remember, everyone is responsible to pay for their water usage.* Temporary measures put in place are:

1. If you are laid off, you can pay a minimum of \$10 a month until it is business as usual. You need to provide a letter from your employer in the drop box to participate in this measure.
2. Usage of water is limited to basic personal uses. No washing car/truck, etc.
3. The office will track your usage, payments, and establish a payment plan once back to work.
4. Abuse of this solution will require you to make full payment of water usage.

Our community is important to us. However, this is a business we must manage wisely.

For those who are not aware, we encourage you to sign up for our website. It provides news worthy alerts to your phone or computer i.e., hydrant flushing, tips, etc. Go to <https://llmdwca.myruralwater.com>. We look forward to continuing our service for you in different ways.

Respectfully,

Cheri C. Moore
President