

# Forest Lakes Mutual Water Company

March 27, 2020

Dear Forest Lakes Shareholders:

The company board of directors held an emergency meeting Wednesday evening to discuss the current health and financial crises related to the COVID-19 outbreak and how these ongoing events might affect our company, and community.

We want to assure you that our water supply is safe, and although more of us are spending time at home, we are not seeing any significant increased water usage at this time. We urge everyone to keep up the good work on conservation.

We understand that some people may have financial challenges as a result of the COVID-19 emergency. Accordingly, there will be no service disconnections due to payment issues during this emergency.

If COVID-19 has significantly impacted your ability to pay, please call (831) 335-5774 to arrange a payment plan. If you are currently in arrears, please contact us to set up a payment plan and avoid any further late fees.

For customers not struggling financially as a result of COVID-19, your continued prompt payments are especially helpful as we are a small company and our operational expenses will not decrease during this time.

This is a highly stressful time for all of us. In closing, I want to encourage everyone to do their best to be kind and patient as much as is possible. I have faith that doctors and the research community will get a handle on this pandemic.

On behalf of the Board of Directors,

David Wade  
Board President  
Forest Lakes Mutual Water Company