

#15 We present the Bill of Rights to each new customer as well as to all customers each month. The Bill of Rights letter is attached. We do not send out communications concerning LIHWAP. Nevertheless, we do present customer assistance needs via our Company website or when handling customer phone calls when seeking for assistance.

#17 There were two infrastructure projects canceled or delayed due to impact of the coronavirus: 60" Raw Water Access point & Park Ave WTP.