



March 20, 2020

RE: COVID 19 Update from Master Water Conditioning

To Our Valued Customers and Partners:

Master Water Conditioning and its employees thank you for your business. We wanted to update you and let you know that we remain open and available to you to service all your water conditioning needs as we have in the past. Our excellent staff is on site and ready to serve you.

The health and safety of our employees and customers is our highest priority. We have reviewed and implemented the guidelines published by the CDC.

The Governor of Pennsylvania last night announced an order that all non-essential businesses shut down as of today. We have evaluated the order and exception list provided. We concluded that Master Water is exempt from this order. Master Water will remain open.

For your reference, attached is a letter from the WQA which helps put COVID-19 outbreak in perspective as it relates to our industry.

We realize this is a fluid situation and we will continue to closely monitor the situation and adjust as needed.

Once again, thank you for your business and partnership. It is very much appreciated. Please reach out to us at 610-323-8358 with any questions or concerns.

Don Bechtel

A handwritten signature in black ink that reads 'Bechtel' in a cursive style.

General Manager