



March 19, 2020

The President  
The White House  
1600 Pennsylvania Ave, NW  
Washington, DC 20500

Dear Mr. President:

The Water Quality Association (WQA) and its members would like to applaud the government's response to the COVID-19 outbreak and provide recommendations to ensure that Americans have access to a safe, clean and reliable water supply for the duration of this crisis. Specifically, WQA requests that officials at the federal, state, and local levels designate and include water treatment professionals, manufacturers, deliverers and service providers of point of use and point of entry water treatment products and home and business delivered bottled water as "essential" due to the critical products and services they provide and their role in safeguarding America's drinking water. For so many citizens in the United States, whether rural, suburban or urban, such products and services are life sustaining, basic and fundamental – the very essence of "essential."

WQA has a mission to facilitate products and services designed to ensure sustainable water quality in homes and businesses to enhance and support lives, while at the same time maintaining and promoting core values of ethics and integrity in the delivery, support and servicing of many different point of use and point of entry water treatment products and a myriad of bottled water technologies from packaged water to larger dispensed jugs. WQA's more than 2,500 member companies are committed to ensuring that the water delivered to consumers meets rigorous regulatory and third party certification standards using point of use or point of entry systems, which are typically installed at or on the homeowner's or business-owner's property, as well as being committed to the continuing delivery to the home and business of certified bottle water and supporting systems for in home use. For many Americans, these products and services are a must have, like electricity and working plumbing.

As our nation continues to work to halt the spread of COVID-19, states and local governments are promulgating quarantine orders and mandatory business closures. These are important public health measures that will help limit the spread of the virus. However, it is important that these orders do not inadvertently slow the businesses and service providers that support the essential infrastructure needed to successfully combat this pandemic. With so many people at home, this is especially critical for required home and business products and services that deliver life sustaining water to the home bound.

Many state and local governments have directed all "non-essential" businesses to be closed. WQA views home delivery of bottled water along with water quality management as an "essential" business, with plumbing and water quality management professionals providing an important role in safeguarding the health and safety of individuals and families in homes and businesses. Indeed, WQA member products and services at this crisis time are "essential" to the public and especially to those most at risk during this current crisis. Bottled water delivery and servicing and the installation and maintenance of water treatment devices are critical to ensure the health of the many American citizens heavily dependent on the continuation of these products and services. Imagine, particularly, the rural homeowner drawing from



4151 Naperville Road  
Lisle, Illinois 60532-3696 USA  
Phone 630-505-0160  
Fax 630-505-9637  
[www.wqa.org](http://www.wqa.org)



well depending on water treated directly by these products to have life sustaining drinking water. Or those in urban and suburban America relying on in home water filtration or bottled water delivery for their drinking water.

With so many stores running out of stock of certified water filters and replacement parts essential to the continuing operation and maintenance of point of use and point of entry water treatment products, many families now home bound and particularly seniors need these services and delivery operations for sustaining their drinking water systems, mixing baby formula and ensuring quality and continuing filtration where needed. WQA member manufacturers supported by many local WQA dealers and service providers are stepping up to meet the increased demand with faster production and dedicated resources to ensure that consumers have access to the filters that they need. On the delivery and service side, WQA members who are Certified Water Specialists have the skills and resources necessary to ensure that home-bound consumers have a consistent supply of clean, safe and life sustaining water for their families.

It is for these reasons that water treatment professionals, manufacturers, deliverers and service providers of point of use and point of entry water treatment products and home and business delivered bottled water are “essential” and their associated employees are “essential employees”.

Thank you for all your effort to combat the coronavirus pandemic and support American families and businesses. We appreciate your leadership. WQA is available as a resource to all interested parties to discuss the strategic importance of continuing, maintaining and delivering a safe, clean and reliable water supply.

Sincerely,

A handwritten signature in black ink that reads "Pauli P. Undesser". The signature is written in a cursive style.

Pauli Undesser  
Executive Director  
Water Quality Association  
pudesser@wqa.org  
630-505-0160