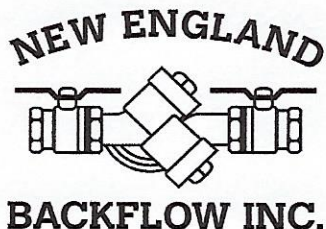


New England Backflow, Inc.
P.O. Box 528
Auburn, NH 03032-0528



Phone: 603-669-4004
Toll Free 866-632-1497
Fax: 603-232-3544

March 30, 2020

Dear New England Backflow, Inc. customers,

Throughout this crisis, our first priority is the health and safety of our coworkers, customers and our communities. We have been guided by the recommendations of the CDC and NH DES as well as other medical and governmental authorities.

As a private company supporting the public water system, our services have been deemed essential and thus we must continue to conduct required backflow testing and repair as usual. I would like to assure everyone concerned that we are taking all necessary precautions to keep everyone safe.

I have instructed NEB technical staff working in the field to follow all the guidelines outlined by the CDC.

- 1) Close contact with any customer is to be avoided. Entry into a building via a bulkhead or rear building entrance where there is minimal contact with people is strongly encouraged.
- 2) Technicians are to wear gloves while performing their work at any site, be it a large facility, small business, or private residence.
- 3) Frequent handwashing and/or use of hand sanitizer are mandated before and after each client appointment.
- 4) Technician vehicles are to be continuously disinfected with disinfectant wipes and spray. Each technician is responsible for cleaning his own company vehicle.
- 5) Any New England Backflow, Inc. employee exhibiting any symptoms of illness is required to stay home. At this time, all of our employees are healthy and well!

Please know that it is our mission to continue providing our backflow testing and repair services with a minimum of disruption to YOUR health and wellbeing. We are happy to talk to you if you have any questions or concerns, so please feel free to call us at 603-669-4004.

We will get through this together! Thank you.

Sincerely,



Paul J. Whittemore
President
New England Backflow, Inc.

/emr