



## COVID-19 (Coronavirus) Update

To Our Valued Customers,

During these unprecedented times, our commitment to you remains unchanged: To provide you with the high quality, great tasting water you need, and to ensure safe delivery of our products for you and our associates. As concerns over the spread of the coronavirus have increased, so has the demand for water. We are working very hard to serve you and appreciate your patience and support as we adapt to this very fluid situation.

Over the past week, some provinces have issued restrictions on non-essential travel and business order closures to slow the spread of COVID-19. To be clear, these limits do not apply to our business or impact our ability to serve you. Most provinces have already stated that food and beverage companies are part of the critical infrastructure. We have been deemed an essential service. We take this responsibility with the utmost seriousness and pride and view it as our commitment to our customers and communities across the country during these unprecedented times.

Here are a few quick tips to keep your service easy during this time:

- **Leave out your empty bottles.** To help us continue to meet the need for safe, clean water, please leave out your empty bottles for pickup by our associates during your next delivery. This “no contact” option also helps ensure a safe delivery during this time.
- **Secure emergency water products.** To ensure continued supply of 18.9 litre bottles to all our customers, we ask that you supplement your emergency water needs with our 500ml product.
- **Update your account online.** With an increase in demand, our call volume is very high – so we encourage you to take advantage of your [online account](#) at [aquaterracorp.ca](#), where you can add additional products to your next delivery, view your current order and check delivery status.
- **Communicate special accommodations.** As always, there is no priority higher than the safety and well-being of our customers and associates. Please update your account online to let us know if you have any specific safety instructions for your delivery, or if you or someone in your household is ill.

We will continue to monitor this situation and update you should any changes occur. If you have questions or feedback related to the safety of our products or about our service in general, please email us at [info@aquaterracorp.ca](mailto:info@aquaterracorp.ca), or call toll free at 877-442-7873.

Thank you again for your patience during this challenging time. We value and appreciate the trust you place in AquaTerra as your provider of safe, high quality water, and will continue to view our service to you as our highest commitment.

Sincerely,

Dave Muscato  
President – DS Services/AquaTerra, North America