ARTESIAN RESOURCES

100 YEARS OF SUPERIOR SERVICE

Artesian Water Company, Inc. ▲ Artesian Wastewater Management, Inc. ▲ Artesian Utility Development, Inc.

November 22, 2019

Re: Temporary Water Service Interruption Scheduled

Dear Customers:

Artesian Water is committed to providing superior customer service and water quality to our customers, therefore we are notifying you of a scheduled **interruption of water service on Monday, November 25, 2019 and Tuesday, November 26, 2019 between the hours of 10am and 3pm.** The interruption to your water service will be for approximately Five (5) hours. We are committed to do our best to complete the work during this time frame and minimize any inconvenience to you.

While we do not expect any discoloration of your water after this shutdown, you should be aware that residual particles in the supply lines could become disturbed by the interruption and reconnection of service. After our work is completed and service restored, we advise you to do the following:

- Run your ***cold water*** and if there is any discoloration, continue to run the water for no more than 10 minutes. If the discoloration continues then wait an hour before running the cold water again for 10 minutes or so to determine if the discoloration has cleared up.
- Do not use your hot water while discoloration exists – running your hot water will pull discolored water into your hot water heater.
- Do not do any laundry if you notice discoloration. Run your cold water and clear your line first, then do your laundry. If you do experience any discoloration of laundry, please contact our Water Quality department and they will deliver an iron-removal compound that will help with stain removal.

We apologize for any inconvenience you may experience as a result of this shut down. If you have any questions, please contact our customer service representatives at (302) 453-6900 during business hours, Monday through Friday, between 8:00 a.m. and 5:00 p.m. We value your input and appreciate your understanding.

Sincerely,

Customer Service
Artesian Water Company