

Aqua and Essential's Utilities Are Prepared for COVID-19

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Aqua assures customers the water utility meets or exceeds all state and federal water quality and include treatment procedures that remove or inactivate viruses, including COVID-19, from supplies and sources.

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Press release from Essential's Utilities

March 17, 2020

BRYN MAWR, Pa.--(BUSINESS WIRE)-- Essential Utilities Inc. announced today that its Aqua water and Peoples natural gas utilities continue to monitor the novel coronavirus "COVID-19" outbreak through combined ten-state footprint, working closely with the Centers for Disease Control and Prevention and authorities to continuously address the situation and evaluate operational response plans.

This press release features multimedia. View the full release

here: <https://www.businesswire.com/news/home/20200317005381/en/>

"As water, wastewater and natural gas utilities, we are a critical part of everyday life," said Essential CEO Christopher Franklin. "The health and safety of our customers and employees is our top priority

Each Aqua utility is focused on providing critical public services to ensure the continued reliability of water and wastewater systems for customers.

"First and foremost, our customers should be assured that drinking water provided by each Aqua utility meets or exceeds all state and federal water quality standards," said Colleen Arnold, president overseeing Aqua's state water and wastewater businesses. "Our standard business operations include treatment procedures that remove or inactivate viruses, including COVID-19, from our water supplies and sources."

Aqua customers can stay up to date on any water service emergencies impacting their area by signing up for WaterSmart Alerts by phone, email and/or text. To sign up, please visit www.aquaamerica.com and see the Smart Alerts link in the sidebar.

“At Peoples, we are fully prepared to continue to provide safe and reliable natural gas service,” said J Gregorini , president of Peoples. “We have strong and exercised business continuity plans to ensure our customers receive high quality service even while we are dealing with situations such as the coronavirus pandemic.”

Peoples customers can learn more by visiting www.peoples-gas.com.

Beginning in late February, Essential activated its business continuity planning procedure and its preparedness efforts include providing ongoing guidance and resources to employees to mitigate the spread of acute illness, lessen the potential impact of COVID-19 in operating facilities and maintain business operations. Disruptions or impact to water, wastewater or natural gas services are anticipated as a result of the outbreak.

For more information about the coronavirus, please visit:

- [Center for Disease Control and Prevention](https://www.cdc.gov)
- [World Health Organization](https://www.who.int)

About Essential

Essential is one of the largest publicly traded water, wastewater and natural gas providers in the U.S., serving approximately 5 million people across 10 states under the Aqua and Peoples brands. Essential is committed to excellence in proactive infrastructure investment, regulatory expertise, operational efficiency and environmental stewardship. The company recognizes the importance of water and natural gas play in everyday life and is committed to deliver safe, reliable services that contribute to the quality of life in the communities it serves. For more information, visit <http://www.essential.co>.

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