



Memorandum

To: Clients of Cedarwood Environmental Services
From: John Moffett, Caitlin Stroosnyder, Brian Suozzo, Josh Vital
Date: 3/20/2020
Re: Continued Operations and Information during the COVID-19 Pandemic

To all our valued clients:

We hope this message finds you well. It was just announced that the State of New York is requiring 100 percent of the non-essential workforce to stay home to help curb the spread of the COVID-19 virus. This does not apply for essential services, including water and sewer operations. This memo was created to notify you that Cedarwood Environmental is continuing to meet all our operational obligations during this time to ensure that your water and wastewater needs are met with the same commitment and quality as always.

Cedarwood Environmental is committed to the health and safety of our clients and operational staff. Our staff are working in modified shifts to provide the same coverage while minimizing potential exposure. Any tasks that require two people (confined space entry, repairing equipment, etc.) will continue for safety. We are enforcing the one person per vehicle rule for all. Any callouts for emergencies, alarms, etc. will be responded to in the same manner as always. Operations staff will be ensuring that office areas, lab, break rooms, etc. will be cleaned and disinfected before and after each shift to minimize risk. We please ask you to help practice 'social distancing'. If a message can be relayed via phone or email instead of a visit to the facility, please do so to help minimize potential exposure.

For those who we manage water distribution and sewer collection, please be aware that during this time, we cannot enter private residences. This includes water meter readings and any potential water or sewer intrusion into the premises. We are enforcing this as it protects everyone from potential exposure. Should water or sewer intrusion be an issue, we will still respond in the same manner to isolate and/or diagnose, but we cannot enter dwellings.

We have been proactive on stocking up on essential supplies, including chemicals, lab equipment, maintenance items, etc. Currently, there is no issue with chemical delivery. We've been contacting the suppliers to ensure that alternate sources of chemical are available, should something change.

We understand that during this time, there will be increased cleaning and disinfection schedules. We please ask that residents do not flush these materials down the toilet and properly dispose in the garbage. These materials include any fibrous wipes, including baby wipes, Clorox wipes, etc., Swiffer mop heads, paper towels, or any other materials that are not labelled 'septic safe'. Please do not flush rags, towels,



microfiber cloth, or any other cloth. These materials have the potential to plug up pipes, pumps, and wastewater treatment plant headworks systems.

Please do not hesitate to contact us with any questions or concerns. Our senior staff is available to answer any questions. Please direct operational questions to John Moffett at 607-267-6869 or Josh Vital at 518-461-7337. For billing and administrative questions, please contact Caitlin Stroosnyder at 607-434-4202 or Brian Suozzo at 518-491-9254.

Sincerely,

The Cedarwood Environmental Services Team