



Dear Customer,

As a valued member of the Culligan family, I appreciate the trust you place in us.

We are closely monitoring Coronavirus (COVID-19) and following the current guidance from the leading government and health authorities to ensure we are taking the right actions to protect our customers, employees and the communities where we operate.

Please also know that we continue to maintain our high standards for safety and cleanliness. In addition to practicing preventative measures to reduce the spread of germs within our facilities, We remain vigilant in upholding these practices and will take additional precautions as recommended by the Centers for Disease Control & Prevention (CDC), World Health Organization (WHO) and local governments.

Here's what we're doing at Culligan:

- We are taking steps to ensure the welfare of our employees. This includes instructing employees who feel ill to stay home and consult their healthcare providers.
- We are also urging all employees to be vigilant about frequent hand washing and using proper hand sanitizers before entering homes and businesses.
- We are asking our delivery and service personnel to wear fresh gloves before entering your home or office if requested.

We continue to monitor this evolving situation and will keep you informed of future updates.

Thank you for your continued loyalty.

Sincerely,

A handwritten signature in blue ink that reads "Kevin J. Schlemme".

Kevin J. Schlemme

President

K&S H2O Inc. dba Culligan