

Dear Tortosa Hoa,

March 18, 2020 Update: As an essential service provider in the community, Global Water has been diligently monitoring the coronavirus (COVID-19) pandemic and implementing proactive measures to ensure we can continue to provide safe and reliable services to our customers. Further, we are committed to assisting customers who incur financial hardships during this difficult time. Currently, we are not disconnecting utility service for non-payment and we are waiving late fees as well, and bill pay assistance is available to customers with low income. More information on financial assistance is available here: <https://www.gwresources.com/frequently-asked-questions>.

For the safety of our community and employees we are taking precautions to assist in the prevention of the spread of the virus. We will continue to monitor guidelines presented by the World Health Organization (WHO), the Centers for Disease Control (CDC), the U.S. Department of Homeland Security (DHS) and state and local public health agencies.

One of the steps we are taking as a precaution is to suspend in-person payments, as of Monday, March 16, 2020. We ask that our customers utilize one of the many other convenient payment options:

By Phone: 866-940-1102

Online: www.gwresources.com/access-your-account

Mail: PO Box 29072, MSC 771, Phoenix, AZ 85038

Dropbox: Global Water Center, 22590 N Powers Parkway, Maricopa, AZ 85138

We sincerely appreciate your patience and understanding in this matter.

Global Water Resources