



Dear Valued Customer,

WMC Water has always been committed to ensuring safe, reliable and efficient operating environments. At no other time in our history has it been more important to stay true to this commitment. We wanted to update you on our response to the impact of COVID-19 on Ontario businesses, and outline the steps we have taken to help essential facilities remain fully operational while continuing to take precautions to prevent the spread of the virus and protect the health & safety of our employees, customers and the public.

### **AVAILABILITY OF OUR PRODUCTS AND SERVICES**

WMC Water continues to provide routine and emergency Water Management services to essential workplaces across Ontario. Our service representatives are following strict precautions to help prevent further spread of the virus and we have not experienced any negative impacts on our ability to provide service. Our supply chain has not been impacted and we have taken steps to improve our inventory of critical equipment and water treatment chemistries to better serve our customers.

Over the past several years, we have increasingly improved our ability to offer remote services that do not require a physical service visit. This includes web-enabled controls, automated electronic reporting, remote water usage monitoring, online operator logbooks and many other innovations. Clients who have implemented these technologies are seeing the benefit, and we have the resources in place to bring more of these systems online every day.

### **HELPING ONTARIO BUSINESSES**

This is not the time to be dealing with scale, sludge, biofouling, escalating operating costs, shutdowns, leaks, equipment failures or bacteria contaminations. Your facility has much more important things to worry about, and any of these problems can seriously impact your ability to stay operating.

Our Water Management Programs keep HVAC and process water systems running safely, reliably and efficiently. This reduces strain on vital water and energy infrastructure and prevents unplanned downtime on critical systems. Our Risk Management and Water Safety Programs help prevent the spread of dangerous waterborne pathogens such as *L. pneumophila* bacteria.

Not only are we continuing to provide our services to existing clients without interruptions, we are also extending a hand to any Ontario businesses who can benefit from our expertise. Our engineering resources are available around the clock to help essential workplaces keep their doors open and stay on their feet. We are helping businesses secure government rebates and incentives for water & energy, implementing wastewater treatment systems to eliminate costly sewer surcharges, and using advanced technologies to drastically reduce fresh water consumption. For many businesses, these operating cost savings mean the difference between staying operational and shutting down for good.



## TAKING CARE OF OUR TEAM

All of our service, operations and office staff are following applicable guidelines as set out by Health Canada, the Ontario Ministry of Health and the World Health Organization, including distancing, hygiene and personal protective equipment. We are doing everything we can to protect our staff and their families and we will continue to update our internal policies as more information becomes available.

## OUR COMMITMENT TO HEALTH & SAFETY

The health and safety of our employees, our customers and the public will always be our first priority. WMC remains committed to fulfilling our essential service, engineering and Legionella risk management obligations; however, we ask that you show our technicians and operations staff additional patience as they take the necessary precautions to help prevent the spread of COVID-19. We are continuing our efforts daily to improve our health and safety practices to best protect our team as well as our clients, suppliers and the public.

Thank you for placing your trust in WMC to take care of your water treatment needs throughout these uncertain times. We remain at your disposal should you have any questions or if we can be of assistance in any way. We look forward to continuing our services at your facility and contributing to the success of your organization.

Sincerely,

A handwritten signature in black ink, appearing to read 'Peter Murphy', is positioned above the printed name.

**Peter Murphy**  
President, WMC Water Management