



9 April 2020

Dear Customer

COVID-19 UPDATE

During these challenging, and constantly changing times we want to thank you for your support and understanding. As flagged in recent weeks, MI has introduced certain measures to ensure that the organisation can safely continue to provide its services to the community, albeit being delivered in a different way.

We are pleased to say that our team and our customers have adapted well to the new mode of working and MI is continuing to operate effectively. As might be expected, there has been a slightly lower volume of enquiries, but our team has still been very busy, for example during March we:

- delivered 15,910 ML of water
- processed 216 trades
- responded to 1,408 enquiries/engagements by phone
- undertaken 1182 maintenance tasks (375 reactive, 807 scheduled).

MI customers are assured that our business is open to provide the full range of services as we've always been. As a reminder, we have implemented the following changes in how that service is delivered:

- **Our Hanwood and Leeton offices** are now operating by restricted access. This means that we are closed to customers and visitors other than via appointment. Customers can call one of our Customer Service team on (02) 6962 0200 for assistance with any of your queries or to make an appointment.
- **All visitors**, including customers, are currently required to answer a series of health and safety questions before being allowed entry to the offices. The number of people permitted within each office are being limited (via appointment only) with adherence to the government two metre physical contact rule and strict hygiene requirements.
- **MI staff** present at each office has been reduced, with office staff required to work from home where they can and on rotation in the office. No other staff are permitted in the offices and group vehicle travel has been discontinued.
- **Operations crews** have now been separated to minimise physical contact with each other, customers and other MI staff.

Thank you again for your understanding and we look forward to continuing our work to deliver what is an essential service to our community and region.

Yours sincerely

Brett Jones
Chief Executive Officer