



April 1, 2020

To our valued customers and partners,

As promised in my previous letter, we've continued to evaluate what we at ENWIN can do for our customers, in response to the COVID-19 pandemic. Water, electricity and wastewater services are essential to your quality of life. So today, we're once again reaching out to customers with an offer of help.

For bills produced starting April 1, and continuing until June 30, ENWIN will temporarily cease charging interest on unpaid accounts for a period of 90 days. This measure is in addition to offering flexible payment options for those customers experiencing financial hardship during this unprecedented time.

We are happy to collaborate with the City of Windsor and Windsor Utilities Commission to provide help individuals and businesses who need this assistance.

This new offer of help follows ENWIN's previous extension of a moratorium on both water and electricity disconnections, announced last week.

We hope all the measures we have put in place for our customers can provide some temporary relief to those who have the greatest need. By working with all levels of government, we hope to continue to help the community emerge strong, following this crisis.

For the latest information from ENWIN regarding our response to COVID-19, visit our website at www.enwin.com or follow us on Twitter, [@ENWINUtilities](https://twitter.com/ENWINUtilities).

Please stay safe as you take care of yourselves and your families. I wish each of you good health.

Sincerely,

A handwritten signature in black ink, appearing to read "Helga Reidel", written in a cursive style.

Helga Reidel, President & CEO