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# FOR IMMEDIATE RELEASE

Del-Co Water Co., Inc.  
Press Release: Del-Co Water to Implement a Hardship Relief Program  
March 20, 2020

Delaware, Ohio

Del-Co Water (Del-Co) is committed to the health and safety of our members, customers, communities, and employees. Del-Co is a non-profit public water utility that serves a population of 150,000 people in Delaware County and six surrounding counties in central Ohio. Given water's vital importance to the prevention of disease through hygiene and hydration, it is critical to maintain water service to our customers.

One of Del-Co's primary goals is to remain good stewards of our resources, especially the money our members and customers pay for their water service. However, Del-Co recognizes the need to support customers who may experience financial hardship due to the COVID-19 crisis affecting our communities. We are taking several steps to offer financial relief, including suspending penalties and shut-offs, creating the Hardship Relief Program, and donating \$50,000 to the Home Energy Assistance Program, a program that aids eligible Ohioans in paying their home utility bills. Del-Co is committed to helping our community until the impact from the COVID-19 crisis eases.

### Effective Immediately

Customers experiencing an financial hardship due to the COVID-19 crisis may submit a request for relief using the form located on Del-Co's website <https://delcowater.org/> or by calling our Customer Service Department at 740-548-7746. Qualifying applicants will receive a credit toward their current balance up to \$50 per application, with a limit of one application per month per account. Flexible payment plans based on individual needs are also available for balances above the \$50 credit. This policy applies only to necessary indoor water use and excludes usage not essential to public health and business needs. Customers must reapply for each month that relief is requested. Funding is limited and this program may be discontinued at any time.