



MAINE RURAL WATER ASSOCIATION

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May 20, 2020

Dear Members and Industry Partners,

The COVID-19 crisis has touched each of us in one way or another. Utility budgets and personnel are under more stress this year than any other in recent memory. We here at Maine Rural Water are also forced to tighten our belts and sharpen our pencils as we squeeze as much out of our under funded budgets as possible.

Despite these challenges, our commitment to providing quality training in a safe and healthy environment remains our top priority.

To that end, we have pivoted from an in-person December Conference in Bangor to providing a concentration of virtual training courses between today and December 8-10, 2020. We are still in the early stages of development for how this virtual conference will look and feel, but rest assured, the caliber of training you have come to expect from us will be met.

Starting now, we promise to increase the amount of affordable virtual training opportunities for the industry. These opportunities will come in the form of live online webinars, and soon will include a greater selection of online on-demand training. We will also endeavor to offer in person or "hybrid" live/virtual trainings in situations in which we can safely and appropriately socially distance.

March 2020 will go down in history as one of those generation watershed moments that permanently changed American life. Over the past 40 years, we have weathered and survived these events together, and we will undoubtedly do so again. Rest assured that as we all discover what the new normal is, Maine Rural Water will be there to provide the best and most timely training for you and our industry. And above all else, we will do so with the protection of your health and our communities in mind.

Warmest regards,

A handwritten signature in black ink, appearing to read "Kurt HQA".

Director