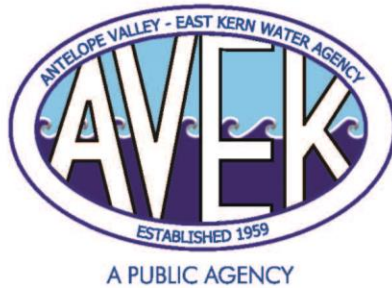


OFFICERS

DWAYNE CHISAM, P.E.  
General Manager  
and Chief Engineer

MATTHEW KNUDSON  
Assistant General Manager

HOLLY H. HUGHES  
Secretary-Treasurer



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March 20, 2020

Dear AVEK Customers,

AVEK has been closely monitoring events related to the spread of COVID-19 and complying with local, state, and federal public health recommendations. During this time of uncertainty, we want to assure our customers that we are committed to providing a safe, reliable water supply.

We are taking additional measures to ensure maximum operational efficiency. This includes prioritizing critical functions, cross-training employees, increasing our inventory, and planning for remote functions.

COVID-19 does not present a threat to the safety of AVEK's treated water supplies. Our local groundwater storage provides an added layer of redundancy and security in the event of State Water Project supply interruptions.

In response to the Governor's Executive Order issued on March 19, 2020, through April 19, 2020 or until further notice, AVEK administrative offices will be closed to the public. All meetings will be held by teleconference. Meeting Agendas will be posted to our website and will include a telephone number with access code to the audio as well as a weblink to follow meeting presentations by PC or mobile device using Zoom's Teleconference System. Please be aware, you may be prompted to download an app for Zoom when accessing the meeting link.

Our Laboratory hours have been adjusted for optimal efficiency. As anticipated, all water supply, treatment, testing, and distribution activities will continue as usual.

We will continue to monitor this situation and provide accurate, timely information to our customers. Please visit our website, [www.avek.org](http://www.avek.org), to stay apprised of public notices and informational updates.

The health and safety of our employees, customers, and public we serve, remain a top priority. Our customers can count on us to continue to deliver on our promise of being a valued regional water service provider. We are ready to efficiently respond and adapt to this fluid situation. Our General Manager, Dwayne Chisam, will provide additional updates as appropriate and if you would like to speak with Mr. Chisam, he can be reached at 661-943-3201.

Sincerely,

Shelley Sorsabal  
Board President, AVEK

6500 WEST AVENUE N • PALMDALE, CALIFORNIA 93551  
(661) 943-3201 • [www.avek.org](http://www.avek.org) • [info@avek.org](mailto:info@avek.org)

*The mission of AVEK is to deliver reliable, sustainable and high quality supplemental water to the region in a cost-effective and efficient manner.*