



SAFE • LOCAL • SUSTAINABLE

PROVIDING RELIABLE WATER DELIVERY SERVICE SINCE 1977

July 2, 2020

## To the Members of Community Water Company of Green Valley

As an essential utility, Community Water Company has continued to reliably deliver drinking water to our homes and businesses during the current coronavirus pandemic. This effort has been possible only because of the commitment of our staff to implement work routines consistent with the CDC guidelines for social distancing. We thank all of our employees for their extra effort during this difficult time for our community.

Included in this package are the instructions for joining us at 9:30 AM on Thursday, July 30, 2020, for our Annual Meeting of the Members. This year we will hold a virtual meeting over the internet, and we look forward to your participation. Before the meeting, please return your signed proxy card and take a moment to preregister for the event so that we can better gauge the size of our expected turnout. As a nonprofit corporation with members, we highly appreciate your participation in our meetings.

We distributed our letter to the members for 2019 with your April/May billing statements, a copy of that letter is available at our web site <http://www.communitywater.com> or by calling us at (520) 625-8409.

Since the end of 2019, Community Water Company has completed the maintenance of Well-11, a significant undertaking performed about every ten years. Our operating results continue as usual, with no significant change. Our operation work has not slowed down during the pandemic: we repair leaks timely, read and bill meters, generate and process orders for address changes, turn-ons, and turn-offs and others.

Community Water Company has invested in additional computer facilities and continued to improve its information technology and communication tools to enable customer service and administrative staff to work from home. We closed our office to customer services, including walk-in payment drop off service in March, and to avoid customer confusion covered the sign on La Canada Drive and the front door. Telephone and online access have increased to compensate for this closure.

Our operation staff has limited work-at-home options and has extensively revamped operations at our shop and warehouse facility following CDC guidelines to enable social distancing to be followed by our staff. Applying these necessary guidelines can be especially burdensome during our present hot weather. Our employees have adjusted well and are coping with the changes.

Financial projections for 2020 continue to be consistent with prior years. As a nonprofit corporation with members, our revenues from customers are our only source of funds to support our staff, operations, maintenance, and capital investments.

To address the growing economic challenges in our community, Community Water Company encourages our members to call us to sign up and participate in contributing to the Round-Up program. This voluntary program will round-up your bill to the next dollar. The administration of the funds collected is by local nonprofits that assist customers within our service area who are unable to pay their water bills.

Our most frequently asked question is, *"when are you opening up an office so customers can make walk-in payments?"* Community Water Company has not yet determined when or how we can open to walk-in traffic and safely protect our members and staff from the spreading of the coronavirus pandemic. We have added a variety of other ways to make payments available. To date, we have made necessary investments and resolved most issues to enable our customer service staff to continue working from home.

We are glad to report that as of the date of this letter, no employee has contracted COVID-19. We wish the same for each of you. We recognize that the pandemic continues to cause stress and uncertainty, and Community Water Company is working to fulfill its mission to reliably deliver drinking water.

We look forward to your participation at the online annual meeting of members. Thank you for your support.

Sincerely,



**Virgil W. Davis**  
Chair of the Board



**Arturo R. Gabaldón**  
General Manager and President of the Board

### ***Directors***

**Michael R.P. Atherton**  
Retired Medical Doctor

**Glen M. Barnes**  
Retired Procurement Manager

**Thomas E. Cooke, Vice-Chair**  
Retired Trial Attorney,  
Cook Lamanna Smith & Cogswel

**Richard W. Cox, Assistant Secretary**  
Retired Insurance Agent

**Virgil W. Davis, Chair**  
Retired Director, Electronic Programs, University  
Research Foundation

**Arturo R. Gabaldón, President**  
Community Water Company

**Heather M. Graves, Secretary**  
Community Water Company

**Pierre Y. Hanhart, Treasurer**  
Community Water Company

**Donna J. Severidt, Assistant Treasurer**  
Retired Computer Consultant & Manager

**Donald G. Weaver**  
Retired Professional Civil Engineer

**Paul D. Williamsen**  
Retired Scheduling Supervisor,  
United Technologies Chemical Systems

### ***Board Consultants***

**John Holland**  
Retired Consulting Civil Engineer

**Gary McBride**  
USAF Aircraft Avionics Technician, Retired  
International Marketing Manager of Military and  
Commercial Fishing Electronics

**Joseph P. McCalpin**  
Retired Aerospace Systems Engineer/Program  
Manager

**Ronald Woelfel**  
Retired Manufacturing/Industrial Engineer and  
Financial Analyst

**John R. Woerner**  
Retired Rates Analyst,  
Wholesale Electric Transmission and Power

**Carol Yarborough**  
Realtor, Long Realty

### ***Supervisor Staff***

**John D. Meyer, Utility Operator & Treatment  
Supervisor**  
Community Water Company

**Lonny D. Gant, Distribution Supervisor**  
Community Water Company