

March 24, 2020

## Water-Right Group of Companies and COVID-19 Update

As we closely monitor the COVID-19 outbreak, A. O. Smith Corporation is committed to the health and safety of our employees while continuing to provide the water treatment solutions our country needs now more than ever. All the A. O. Smith products are critical to the uninterrupted operation of hospitals, clinics, grocery stores and supermarkets, food service companies, and many others, including the households that many of us are now using to conduct business. Their decisions during this time are not taken lightly as concern for employees, family and customers all come first during as this pandemic unfolds. I was very impressed with the consideration that A. O. Smith has shown towards the safety of their employees.

This week, the State of Wisconsin issued a shelter-at-home order. Given that A. O. Smith's products are a vital element for the health and safety of consumers, we are considered an "essential business" and will remain open and operational. Our production facilities will continue their normal operations with a heightened focus around, cleaning and sanitization efforts, social distancing in cafeterias and break areas, and work area distancing (where practical).

With health and safety in mind, A. O. Smith along with the Water-Right Group of companies are closely following the CDC Guidelines to every extent, including maximizing the use of working from home, which includes the Marketing, Technical Service, Regional Sales Managers, Customer Service, Accounts Payable, and Accounts Receivable functions. Having these roles work from home allows for a reduced exposure in the Appleton office location. Please be aware that we will be an adjustment period in the system(s) as we transfer to this new method of servicing you.

Overall, business has been surprisingly strong despite this situation. Our Customer Service department is handling an influx of orders to enter, leading an extended lead time beyond the 3-4-days that is customary for us. We have been working overtime the last few weeks to catch up and remain committed to reducing this production time while maintaining a safe work environment.

For our local customers, please be advised that our doors have been locked to reduce foot traffic and ask that you call to pre-arrange for pick-ups or drop-offs. Vendors and others partner companies have been notified that this is a "closed" work environment and we are not accepting any sales calls at this time. We do this for the obvious reason to protect our employees and yourself.

A. O. Smith and Water-Right Group is firmly committed to meeting your needs and the needs of the country as we work together to battle this virus. Please know how much we appreciate you as a valued customer, and we want to ensure you that we are doing all that we can to help you in this challenging and unprecedented time.

For additional information regarding "essential business," you can read the [letter sent from WQA to President Trump](#) or review the [explanation provided by the U. S. Department of Homeland Security](#).

Please be patient as work through these new initiatives, and more importantly be safe!

Thank You.

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

Kurt Gruett  
President, Water-Right Group