

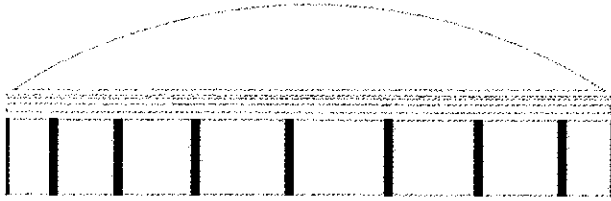
Municipal Authority of the City of New Kensington

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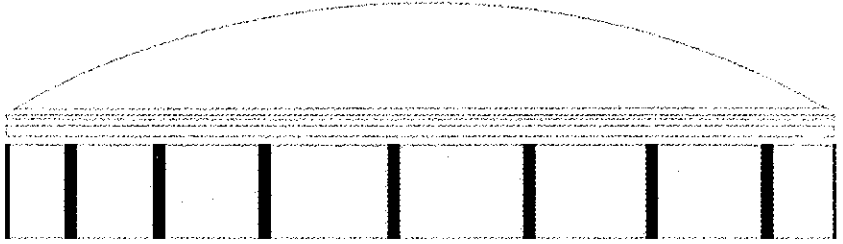
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Dear Valued Water Authority Customer,

Here at MACNK, we realize the important role we play in providing water service to our customers. We understand that water service is essential no matter what obstacles face our community.

As the true impacts of coronavirus (COVID-19) evolves more each day, we want to reassure you we at MACNK stand ready to do all we can to ensure that our service remains uninterrupted. Our team has spent the last several weeks assessing and preparing for the virus to ensure we're taking all necessary preventative measures.

Our priority is the health, well-being, and safety of our valued customers, employees, and community. As the situation around coronavirus continues to change, we are taking advice and directives from the Centers for Disease Control and The Pennsylvania Department of Health.

Our disinfection system and regulatory requirements were developed to be protective of a broad spectrum of potential pathogens. There is no problem with water quality or quantity due to the coronavirus pandemic.

Customer service operations will continue as normal at this time. Please remember the best option to pay your bill is by mail or the drop box located on the outside of our office. Another payment option to consider is Automatic Bill payments. Automatic Bill payments allows for electronic deduction from your checking or savings account. If you have trouble paying your bill, please contact us and we will work with you.

As we make decisions moving forward, rest assured that our main goal is protecting our valued customers, employees and community.

Let's stand together, as a community, as we always do.