



100 YEARS OF SUPERIOR SERVICE

Artesian Water Company, Inc. ▲ Artesian Wastewater Management, Inc. ▲ Artesian Utility Development, Inc.

October 8th, 2025

Re: Temporary Water Service Interruption Scheduled

Dear Customers:

Artesian Water is committed to providing superior customer service and water quality to our customers; therefore, we are notifying you of a scheduled **interruption of water service Monday, October 13th, 2025 between the hours of 9:00pm and 3:00am. However, should it rain, the shutdown will occur on Monday, October 20th, 2025 during the same hours.** The interruption to your water service will be for approximately **six (6) hours**. We are committed to do our best to complete the work during this timeframe and minimize any inconvenience to you.

While we do not expect any discoloration of your water after this shutdown, you should be aware that residual particles in the supply lines could become disturbed by the interruption and reconnection of service. After our work is completed and service restored, we advise you to do the following:

- Run your ***cold water*** and if there is any discoloration, continue to run the water for no more than **10 minutes**. If the discoloration continues then wait an hour before running the cold water again for 10 minutes or so to determine if the discoloration has cleared up.
- Do not use your hot water while discoloration exists – running your hot water will pull discolored water into your hot water heater.
- Do not do any laundry if you notice discoloration. Run your cold water and clear your line first, then do your laundry. If you do experience any discoloration of laundry, please contact our Water Quality department and they will deliver an iron-removal compound that will help with stain removal.

We apologize for any inconvenience you may experience as a result of this shut down. Please contact Artesian's Customer Service at (800) 332-5114, if you have any questions. We value your input and appreciate your understanding.

Sincerely,

Customer Service

Artesian Water Company