

March 20, 2020

Dear Customers and Partners:

This is an extraordinary time, as communities around the world come together to face the challenge of COVID-19. Life is being disrupted in many ways for nearly everyone, and our thoughts are especially with those who are sick, or caring for those who are. I wanted to write to you to extend our hope that your families, loved ones, friends and colleagues are healthy and well, and to update you on our continuing efforts to support you and all those you serve.

Now is a time when the profound value of the services you provide is especially clear – whether in utilities, or in industrial, commercial, residential or agriculture applications. They are part of the foundation of your customers' and communities' resilience. More than 16,000 Xylem colleagues, around the world, are committed to supporting you as you keep those essential services flowing. We stand ready to help in any way we can.

We are taking every action to ensure our major operations continue to serve you. As we've communicated elsewhere (<https://www.xylem.com/en-us/support/global-coronavirus-actions/>), we have activated business continuity plans across our manufacturing facilities, and in partnership with our suppliers. Like each of you, we are focused, first and foremost, on keeping our colleagues — including you and your people — safe and well. We have encouraged our colleagues to work from home, where possible. Where appropriate, we have kept essential staff on site and in the field, to be able to continue supporting you.

We're inspired by the action and altruism we're seeing in so many places. From the time of the initial outbreak, early in the year, I have been moved by the philanthropic actions of our people and our partners – from our China teams donating water technologies to temporary hospitals, to the many people around the world investing their time in WASH education, which is more important than ever, as well as countless others supporting the vulnerable in their communities.

There's a deep commitment in Xylem to being a company that makes a difference. We know you share this same dedication. You are on the front-line, making a difference in your communities. All of us in Xylem are focused on helping you keep critical infrastructure running. Xylem technologies have been a part of the solution for more than a century. So, even in uncertainty, you can count on our partnership.

If you're aware of further opportunities for us to help, please let us know at COVID-19@xylem.com.

We are committed to working through the challenges of this period together with you. We'll keep you updated, and our teams will be responsive to your questions, concerns, and suggestions. Thank you for your partnership and for all that you are doing in your communities.

Sincerely,



Patrick K. Decker
President and Chief Executive Officer