



To our RSL Customers,

After careful consideration and a thorough analysis for customer usage patterns, Rideau St. Lawrence has made a decision to close the Morrisburg satellite office at the end of December 2023.

The decision to close the satellite office is based on the consistently low customer traffic observed in the Morrisburg office. We have endeavoured for an extended period to provide personal access to our services however the limited demand for in-person assistance at this office combined with the other very convenient alternatives available to customers to view, pay and manage accounts has led us to reevaluate its viability.

We understand that this change may raise questions, and we want to assure you that our main office in Prescott will continue to operate as usual. Our dedicated staff and customer support services will remain accessible through various channels, including phone and online support. Our commitment to delivering safe and reliable utility services in Morrisburg remains unwavering, and we remain dedicated to meeting the needs of our valued customers.

For those customers who utilized Morrisburg office, we apologize for any inconvenience this closure may cause. We appreciate your understanding and encourage you to reach out to our customer service team for any assistance or inquiries. Our service team will help guide you through other options for bill payments locally or electronically.

Thank you for your continued trust in Rideau St. Lawrence Utilities. We remain committed to providing our customers with exceptional service, and we look forward to continuing to serve you through our main office and other available channels.

If you have any questions or concerns, please feel free to contact our customer support team at 613-543-2053 or [rslu@rslu.ca](mailto:rslu@rslu.ca).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Simon Wu', is positioned above the printed name.

**Simon Wu**

President and CEO  
Rideau St. Lawrence Utilities Inc.