

November 2, 2020

**RE: Annual Customer Newsletter (2020)**

To Our Valued Customers,

I hope this letter finds you well. As your water provider, our commitment to you is to provide safe, reliable and cost-effective water service. Every day, we work hard to uphold this commitment. Much goes on behind the scenes to run a utility company. Our hope with this annual newsletter is to share our recent accomplishments, highlight activities for the upcoming year, notify you of any changes in service or cost, and provide you with an opportunity to provide feedback.

**Accomplishments from 2020**

We have accomplished the following over the last year:

1. **New Website** – We successfully launched a new webpage for the utility at [www.puttman.com/utilities/EVWC](http://www.puttman.com/utilities/EVWC).
2. **New Customer Web Portal and Online Bill Pay** – The launch of your customer web portal was successfully completed, and customers now have online access to account history, paperless billing, and online payment options.
3. **Asset Management** – We initiated a comprehensive system review and survey of key system components.
4. **Infiltration & Inflow (“I&I”) Monitoring** – We completed I&I monitoring and repairs to reduce infiltration of groundwater/stormwater, improving system functionality and reliability.
5. **Security and Vulnerability Assessment** – An assessment based on US EPA best practices for small utility system was completed, identifying improvement to enhance security and reduce system vulnerability.
6. **Emergency Response** – A new 24/7 emergency response system was launched.

**Activities for 2021**

In 2021, we plan to complete the following:

1. **Asset Management** – We will continue a comprehensive system review and survey of key system components.
2. **Updated 5-year Capital Improvement Plan (“CIP”)** – Based on asset management plan results, we will be working to prepare a CIP. The CIP will identify upcoming capital improvements, utility investments, and potential system expansion.

**2021 Rate Schedule**

The 2021 Rate Schedule will be provided with your next invoice and added to the utility website in December. The 2021 Rate Schedule will be effective January 1, 2021.

### **Customer Satisfaction Feedback**

We value your input and would like to know more about your satisfaction with our services. Please reach out at [customerservice@puttman.com](mailto:customerservice@puttman.com) with any comments or questions.

From the entire team at Emerald Valley Wastewater Company, we thank you for the opportunity to serve you.

Sincerely,

**Emerald Valley Wastewater Company**

A handwritten signature in blue ink that reads "Thanks - Tom".

Thomas J. Puttman, PE, AICP, LEED AP  
General Manager

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