

October 25, 2021

RE: 2021 Customer Newsletter

To Our Valued Customers,

I hope this letter finds you well. As your wastewater provider, our commitment to you is to provide safe, reliable and cost-effective wastewater service. Every day, we work hard to uphold this commitment. We would like to take this opportunity to update you on recent activities at Emerald Valley Wastewater Company.

Capital Improvement Highlights

To improve wastewater service and maintain regulatory compliance, we continue to implement capital improvements Emerald Valley Wastewater Company including:

- **Lift Station Inspections, Cleaning and Improvements** – All lift stations were inspected and cleaned. Where needed, pumps were repaired or replaced.
- **Lagoon Maintenance and Improvements** – We continue to improve safety and manage landscaping at the treatment lagoons. Should growth continue in the community, we are evaluating expansion of the lagoons to increase system capacity.
- **Collection System Management Program** – A collection system management program was prepared and implemented. The program guides annual inspections and the cleaning of sewer pipes throughout the system. The program also helps us to identify potential inflow and infiltration (I&I) into the collection system. Should I&I be discovered, the program will help us identify potential fixes. We have already begun to find and fix I&I areas.
- **Security and Vulnerability Improvements** – Security improvements have been made to the better protect the system from natural and manmade hazards.

Rate Adjustment

To cover continued system capital improvements and operating cost escalations, a 4.0% rate increase will take effect on January 1, 2022. We appreciate your understanding as we continue to improve and manage Emerald Valley Wastewater Company to provide safe, reliable and cost-effective wastewater service.

Online Bill Pay

Many customers have expressed interest in online bill pay. Online bill pay is currently available for all Emerald Valley Wastewater Company customers. Please see “Pay My Bill” on the website. You will need your account number.

From the entire team at Emerald Valley Wastewater Company, we thank you for the opportunity to serve you and we wish you continued health and safety.

Sincerely,

Emerald Valley Wastewater Company