

October 30, 2019

RE: Annual Customer Letter (2019)

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.

Much goes on behind the scenes running a utility company. Our hope with this annual newsletter is to summarize and share our accomplishments from this past year, highlight activities for the upcoming year, notify you of any changes in service or cost, and provide you an opportunity to provide feedback on how we are doing.

Accomplishments from 2018-2019

We have accomplished the following over the last year:

1. **Asset Management** – We initiated a comprehensive system review and asset inventory, including surveying key portions of the system.
2. **Communications** – We are happy to announce that a new website for the system will be launched in December 2019. The site will help to improve our customer service by providing phone numbers, email, documents and FAQs all in one place. Stay tuned!
3. **System Security and Vulnerability** – We completed a system-wide security and vulnerability assessment to identify potential risks to the system and the provision of service. Improvements will begin in 2020.

Activities for 2020

For 2020, we plan to complete the following:

1. **System Security and Vulnerability** – We will be making improvements to the treatment plant site and pump station sites to enhance security and reduce system vulnerabilities.
2. **Customer Survey** – In your January invoice, you will receive a customer account form. Please review and return to ensure we have your most recent contact information. This form will also include a designation for payment options.
3. **Online Billing** – Phase 2 of our new website includes numerous bill pay options (including check, ACH and credit card).
4. **5-yr Capital Improvement Plan (“CIP”)** – We will be working with our engineering team to identify capital improvements to the system, including appropriate phasing of each improvement.

2020 Rate Schedule

The 2020 Rate Schedule will be mailed out with your November invoice and added to our website in December. The 2020 Rate Schedule will be effective on January 1, 2020.

Customer Feedback

We value your input. Should you have any questions or would like to know more about the items summarized above, please do not hesitate to reach out through the following channels:

Web: www.puttman.com/emeraldvalley (coming December 2019!)
Email: customerservice@puttman.com
Phone: 971-703-4242

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

Sincerely,

Emerald Valley Water Company



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