

October 25, 2021

**RE: 2021 Customer Newsletter**

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. We would like to take this opportunity to update you on recent activities at Bents Court Water Company.

### **Capital Improvement Highlights**

To improve water quality and reliability, we are excited to announce the following capital improvements have been completed or are underway for Bents Court Water Company:

- **Pump House & Storage Tank Improvements** – We have improved pump house and storage tank controls to improve system efficiency.
- **New Treatment Plant Security and Vulnerability Improvements** – Security improvements have been made to the better protect the treatment plant from natural and manmade hazards.
- **Asset Management Program** – An asset management program was started for the system to improve system mapping, evaluate asset conditions and identify potential improvements.
- **Backflow Prevention Improvements and Program** – All backflow prevention devices were tested and any failed devices were replaced. We formalized a backflow prevention program for the system.
- **Advanced Metering** – We will be replacing all customer meters with advanced meters to help improve meter readings, data collection and leak preventions.

### **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 Bents Court Water Company to provide safe, reliable and cost-effective water service.

### **Online Bill Pay**

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

From the entire team at Bents Court Water Company, we thank you for the opportunity to serve you and we wish you continued health and safety.

Sincerely,

**Bents Court Water Company**