

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 Lakeshore Water Company.

**Capital Improvement Highlights**

To improve water quality and reliability, we are excited to announce the following capital improvements are underway for Lakeshore Water Company:

- **New Treatment Plant & Storage Tanks** – Our storage tanks and treatment plant are original and past their useful life. This winter, we are constructing a new treatment plant and storage tank to replace the old system. The treatment plant will double the treatment capacity of the system which will improve water quality while continuing to meet State of Oregon drinking water requirements.
- **New Treatment Plant Security and Vulnerability Improvements** – Security improvements will also be 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.

**Proposed Rate Adjustment & PUC Process**

Lakeshore Water Company has not increased rates in some time. We are proposing to adjust rates to help recover capital improvement costs (see above) and adjust for operating cost escalations over the last decade.

As a regulated water utility, the Oregon Public Utility Commission (PUC) authorizes rate adjustments for Lakeshore Water Company. PUC rate case process generally takes 6-9 months and includes a detailed review of Lakeshore Water Company capital and operating costs. The process also includes customer engagement throughout the process and we encourage all to participate to ensure an adequate rate adjustment is achieved.

Prior to submitting a formal rate case with the PUC, we plan on hosting an **Open House on Thursday, November 16<sup>th</sup>, from 5:30-7:00pm at the Veneta Community Center.** Please join us to learn about the water system and upcoming improvements.

**Online Bill Pay**

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

Sincerely,

**Lakeshore Water Company**