

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 Seavey Loop 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:

- **Treatment Plant & Storage Tank Improvements** – Our storage tank and treatment plant are original and past their useful life. This winter, we are improving the treatment plant and storage tank.
- **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

The water rates charged to customers of Seavey Loop Water Company are authorized by the Oregon Public Utility Commission (PUC). The adequately recover the capital improvements (see above) and adjust for operating cost escalations, we may need to propose a rate adjustment to the PUC.

As a regulated water utility, the Oregon Public Utility Commission (PUC) authorizes rate adjustments for Seavey Loop Water Company. PUC rate case process generally takes 6-9 months and includes a detailed review of Seavey Loop 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 will notify Seavey Loop Water Company customers of any proposed plans, including timeline and opportunities for customer engagement and input.

Online Bill Pay

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

Sincerely,

Seavey Loop Water Company