



September 14, 2021

RE: Avimor Water Reclamation Company Update

Greetings Avimor Community,

We are excited to announce a new partnership we recently formed with Puttman Infrastructure, Inc. to own and manage the Avimor Water Reclamation Company (AWRC). AWRC provides sewer and recycled water service to the Avimor community. Puttman Infrastructure is a leading utility investment and management company in the Pacific NW and currently manages water and wastewater systems across the region. Puttman is already underway improving operations of AWRC and will help us expand the system as Avimor grows.

Website

We have launched a new webpage for Avimor Water Reclamation Company. The webpage includes information on the utility, contact information, frequently asked questions, bill pay options, and other important customer communications. The website also include a link to a new customer portal that can be used to manage your account (see below). Please visit the following address to learn more:

www.puttman.com/utilities/avimor-water-reclamation-company

Customer Information & Communications

To receive important customer communications and timely billing, it is important to keep your customer information up to date. Please complete and return the attached Customer Service Agreement (CSA) which includes contact information and bill payment preference. We hope to have everyone's completed CSA by the end of 2021.

Quarterly Billing

Customer billing will continue to be conducted quarterly. We will now include Avimor Residential Community Association (ARCA) and Avimor Stewardship Organization (ASO) fees in the quarterly bill. You will only make one quarterly payment for all three services. No change in fees from last quarter.

Rates for the service are as follows:

- AWRC (sewer) = \$116.25 per quarter
- ARCA = \$225.00 per quarter
- ASO = \$30.00 per quarter
- **Total Quarterly Payment = \$371.25**



Please note that your October bill will be on our new and improved bill template. Options for online bill pay by ACH or credit are available through the website and your customer portal (see below). Check payments may be mailed to the address on the bill.

Customer Portal

We are excited to announce that our new customer web portal has been launched. You will now be able to access your account 24/7 and use secure online bill payment.

New features available through the customer web portal include:

- Secure online bill payment by credit card or e-check (ACH)
- Sign up for reoccurring payments
- Request new service, transfer service or update account information
- View bills and account history
- Viewable on mobile devices
- “Quick Pay” one-step payment option

How to activate your customer portal

To set up your AWRC account, and pay your bill online, follow these steps:

1. Visit www.puttman.com/utilities/avimor-water-reclamation-company/ and click “Pay My Bill”

A blue, rounded rectangular button with the text "PAY MY BILL" in white, uppercase letters.

2. Initiate the Registration Wizard by clicking the “Click Here to Register A Portal Login”
3. Have your Account Number from your most recent invoice ready. ***Please note that your account number has changed. Please your new account number from the October bill.***
4. Complete the steps on the screen to create your user account

Advanced Payments

For those customers who have made advanced payments, we are working hard to make sure those payments are accounted for on the October bill. Should you find a mistake, please contact us.



Questions?

Please visit the AWRC website for access to FAQs and your customer account. Should you have additional questions or need help, please email customerservice@puttman.com or call our customer service staff by phone at (971) 703-4242.

We appreciate your engagement and patience during this transition period.

Sincerely,

Avimor Development

Dan Ritcher
Managing Partner

Avimor Water Reclamation Company

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

TJP/cxe

Attachments:

1. Customer Service Agreement

Account Number: _____ (for office use only)

Customer Information:

Name: _____
Service Address: _____

Phone: _____
Email: _____
Ownership: Owner Renter

Billing Information:

Billing Address: _____

Payment Preference: Check ACH (Autopay) Credit Card

Service Information:

Customer Type: Residential Commercial Industrial Institutional
 Other _____

Service Agreement:

1. The wastewater connection is for the sole use of the Customer to receive wastewater service to one dwelling, business, or property. The Customer shall not engage in unauthorized use without the written authorization of the Utility. The Customer shall not allow any cross-connection or to extend their service line without prior consent from the Utility.
2. The Customer will refrain from tampering with the Utility's facilities. The Customer is fully responsible for the customer service line and shall promptly repair all breaks and leaks. The customer service line begins on the customer's side of the customer's property, or utility-owned shut-off valve. The Utility shall not be responsible for any damage or poor service due to inadequacy of the customer service line or any portion of the customer's plumbing. The Customer is responsible for the installation of a back-flow device, if required. The Customer agrees to maintain the area around the meter box, if present, keeping it free of all obstructions. The Customer shall provide Utility access to maintain, operate, inspect or replace any existing Utility facilities, and to read meters.
3. The Customer agrees to pay for wastewater service based on the rates per the Annual Rate Schedule. The Utility may assess late-payment charges against any account that has an unpaid balance when the next bill is being prepared. The Utility may take collections actions on delinquent accounts, and may disconnect water service by giving proper notice. The Utility may modify service rates, in compliance with State rules.
4. The Customer agrees that by failure to comply with the terms and conditions stated herein, that the Utility, at its option, may suspend, terminate, or take corrective measures as needed. Any expenses associated with the enforcement of this agreement shall be billed to the Customer. The Utility will hold the property owner liable for all charges for water service, and any other fees applicable, to the address where services are provided. Until paid, any fees and charges unpaid by the Customer shall constitute a lien on and against the property served. This lien is perpetual and runs with the land. It is not lost upon transfer of the property to a new owner.
5. The Customer is obligated to notify the Utility if they plan to move, start or stop service, or if property ownership changes.
6. The Customer, by signing, or by receiving services, consents to this Service Agreement.

Name: _____ **Date:** _____