



September 12, 2023

Dear Indian Hills Community,

Since 2016, Confluence Rivers has worked diligently to deliver improvements to the water system at Indian Hills Lake. Recognizing the challenges stemming from the system's age and extensive deterioration, Confluence Rivers installed a new water well and ground storage tank shortly after the acquisition. These critical steps help ensure a more robust and reliable water supply for the community for years.”

Over the last few years, our company has partnered with the ILPOA board of directors to open clear lines of communication and work together to address the community's concerns. Namely, concerns that have been discussed have been response times to leaks, road repairs after repairs to the water lines have been made, capital maintenance, and the monthly cost of receiving water service.

We outline below a few areas where we've made progress and aligned with the ILPOA board:

- **Service Line Breaks:** Most leaks in the Indian Hills community are caused by service line breaks (over 70% of breaks are service lines from mains to the customer meters). We are confident that the mains in Indian Hills will last well into the future (*30 years for all new assets that were replaced*). However, the service lines suffer from years of band-aids, and with the improvements we've made to the system itself and the resulting increase in water pressure, some of the service lines are more prone to leaks. Over the last few years, we have performed eighty (80) repair-replacement activities, with sixty-five (65) repaired and fifteen (15) replaced of the roughly 700 service line connections in Indian Hills. I want everyone to be aware that we do not have a full-time crew at Indian Hills as that would be cost-prohibitive, and we rely on contractors to repair our service lines, which can sometimes take a few days to address. Please continue reporting leaks by calling our Customer Support team at 866-945-3920 or at [support@confluenceriversuoc.com](mailto:support@confluenceriversuoc.com).
- **Road Repairs:** Confluence Rivers and the ILPOA board have recently renewed our road repair agreement through 2026. This agreement outlines the protocols for repairing the road to “like” conditions. If ILPOA embarks on a road project, CR-CSWR is committed to working with ILPOA, and we will repair the roads to a similar condition. Over the last two years, we have used ILPOA's maintenance crew to complete patches (at Confluence Rivers' expense) and outside contractors under ILPOA's guidance. We will continue to do so in the future.



**CONFLUENCE RIVERS**

**Utility Operating Company**

A CSWR Managed Utility

- **Communication:** We are actively improving communication between Confluence Rivers contractors and the ILPOA maintenance chair. We have recently agreed to a weekly email sharing of water main and service line repair reports to assist the public works department with areas that need to be addressed for road repair.

In addition to the collaboration with ILPOA, Confluence Rivers anticipates that the outcome of our recent rate case will be decided by the end of the 3rd quarter of this year, resulting in lower monthly rates for all Indian Hills customers. The ILPOA board has invited us to address the community and the long-term capital investment that has previously been completed in early 2024. I look forward to sharing additional information on Confluence Rivers in the near future.

Respectfully,

Brad Thibault

Director of Asset Management

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