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Shareholders,

October 21, 2020

I hope that you and your family have managed through 2020 relatively unscathed.

In the spirit of transparency, I wanted to let you know about an addition to EAW's meter reading procedure. Our meter reading software is sophisticated enough to recognize continual water usage over the span of 24 hours which may indicate a leak. We have notified shareholders of the possibility of a leak with a sticker on your bill. Shareholders could then check their own system, request help from our operator, or ignore the leak. With the hot, dry summer we had some people were running their sprinkler system continuously for more than 24 hours. You should stop water between 9:00 a.m. and 6:00 p.m. in hot and windy weather. Over 75% of the water you use will evaporate and not benefit your lawn and plants.

This past spring, Erda Acres Water (EAW) added a process to track check and track meters that had a leak alert register in our system. Since April EAW has had 102 shareholders who have had a leak alert. EAW has inspected all 102 meters that registered a leak. Seven meters of the 102 checked had leaks at the meter. These 7 leaks were repaired. Since April, 39 shareholders have been on the leak alert list more than once.

As a reminder a leak alert means water was flowing through the meter on your property for 24 hours straight. Shareholders, please make every effort to ensure your water delivery system is operating efficiently. It will save you from paying for extra water you are not using beneficially and it will reduce the amount of water we have to pump and distribute. If you receive a leak alert notice on your water bill, please check for any leaks and repair as soon as possible. The most common causes of leaks are a stuck toilet or a leak in your irrigation system including a valve that does not shut completely. Your continued efforts are appreciated and will help secure future water supplies.

As a reminder, please take every precaution to prevent backflow events at your home. Water can flow two directions in a hose. If the water pressure becomes lower than normal water can flow backwards. Some helpful hints. Ensure water leaving a hose runs through an air space gap of at least 2 inches before it enters into a container. Another tip is to make sure there is a hose-bib vacuum breaker attached to all outdoor spigots.

Sincerely,

Tom Isom  
President  
Erda Acres Water