

April 10, 2019

To the residents of:

Woods of Greenhores, Greenhores on Lake Austin, and Oakshores (collectively, "Greenhores")

Re: Grinder Pump Customer Letter

Previously, the Utility often maintained or replaced residential grinder pumps on behalf of its Greenhores customers; however, the maintenance and replacement of grinder pumps should have always been the sole responsibility of the property owner(s) ("Homeowner"). This was recently reaffirmed within the Second Amendment to Greenhores Annexation and Development Agreement between the city of Austin and the Utility. Accordingly, as the date of this letter, all residential grinder pumps, including appurtenant piping and controls contained within the property served, shall be owned, operated, and maintained by the respective Homeowner.

The Utility will accept no liability for any malfunction of the pump or backups in the service line to the sewer main. Please understand that any discharge of raw wastewater to the environment is a violation of Federal & State laws, and it is the Homeowner's responsibility to correct the problem within 24 hours of detection. The Utility has the ultimate responsibility to assure that all environmental laws are followed and must take the appropriate corrective action. The discharge of raw wastewater to the environment requires immediate action to control it within the proper time frame, up to and including discontinuance of water service. If the service line has a blockage, for any reason, which requires clean out by the Utility, the Homeowner is responsible for the bill of said service.

The Homeowner is responsible for informing renters of requirements associated with individual grinder pump assembly, inclusive of proper maintenance and operation.

For additional information please refer to the E/ONE website: <https://eone.com/sewer-systems>

Sincerely,

Undine Management

Attachment: FAQs

