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**From:** mark@restonrelac.com  
**Sent:** Monday, December 11, 2023 1:25 PM  
**Subject:** Reston RELAC A/C Service Closure

**Flag Status:** Flagged

December 11, 2023

We, the owners of RELAC, regrettably and with great difficulty have to announce that the 2023 cooling season will be the last year that RELAC provides chilled water to our customers. We have reached this decision due to many factors including the following:

Electrical costs have increased 20% in the ten years we have owned RELAC.

We have considered applying for a tariff increase which would cost over \$50,000. We believe it would hasten our customers applying for exemptions as rates would increase by up to 30%

We did promise not to increase the tariff 11 years ago and thought we could cut costs with new equipment but found it impossible to secure a loan for a new chiller that would cost over \$400,000

Reston Association continues to grant "health exemptions" to customers without enforcing the rules returning homes to RELAC when they change ownership We now have 33 homes off the system.

A significant number of customers on the RELAC system have refused to pay their utility bills. This has caused a serious problem for RELAC's bottom line. The amount of unpaid utilities has fluctuated between \$80K to \$120K. We have sent letters, made phone calls, knocked on doors trying to reason with customers to pay their overdue bills. Some customers are years behind and we have no way of turning off their service as the other utilities do.

We have been a community oriented utility for over 50 years and understand the hardship we are generating on our customers. We know that the cost of retrofitting a new A/C system will be expensive. Leaving our good customers is the worse part of this decision and we feel a profound regret. The decision we have made is not an easy way to end our relationship with you, our loyal customers.

Sincerely

Mark Waddell  
Mike Coleman  
Craig Nyman