

Members,

The DHCWSC Board of Directors has updated our Tariff and Policies document. The Tariff and Policies document establishes guidelines and policies for conducting the corporation's business. The updates clarify/strengthen several aspects of the drought contingency plan as well as other related parts of the tariff. Further updates may be made as we learn from the experience of bulk water delivery operations.

Why make these changes now? DHCWSC has commenced daily bulk water delivery operations to supplement drought-induced depleted production from our water wells. This will be costly for all our members and we must apply all means available to encourage our members to limit non-essential water use. **...people and pets only!**

Here is a summary of the changes

- Member notifications may be via *email, text message, or postal mail*
- The use of our advanced metering infrastructure (AMI) embedded cloud-based software platform (WaterScope). AMI enables water usage analysis and facilitates digital/online review.
- Penalty changes for tampering
- Several drought contingency plan changes
- Water conservation plan changes
- Updates the checklist for water bill adjustment qualification
- Water rates effective April 1, 2025
- Updates to the new membership packet to indicate the current contact information for SUS

If you would like to review the updates, attached is an Adobe readable version of the existing Tariff and Policies with the track changes feature enabled. Also attached is the updated Tariff and Policies in its final form.

What can you do to help with our conservation efforts as we deal with the current drought? Two simple things:

1. **Continue to refrain from all outdoor water use**
2. **Limit your household water use to 10,000 gallons or less per month**

Thank you for your understanding as we work to provide potable water to your homes during these challenging circumstances. Please direct any comments to dhcwsc@gmail.com.

Sincerely,
Board of Directors
Double Horn Creek Water Supply Corporation
