

To the members of the Double Horn Creek Water Supply Corporation,

On Easter Sunday (April 12) morning we experienced a minor disruption in service. Intense thunderstorms in the area the night prior caused some of our water plant's circuit breakers to trip. We lost electrical power to the pumps and water pressure declined from our normal 70 pounds per square inch (PSI) to 42 PSI. The device that should have sent an alert when electrical power or water pressure is not normal (an autodialer), did not engage as it should have. Subsequently, some of our members experienced loss of water pressure to varying degrees. We received calls from these members and immediately sent a troubleshooter. He resolved the problem in less than 30 minutes. At no time did we conclude that the water was unsafe to drink. Of course, we apologize for any inconvenience this incident may have caused.

Although the autodialer had passed a recent test, we will replace it. We will also increase the autodialer testing frequency. We do have a system that will notify (via text, telephone, or email) members of an incident involving the water system. However, it takes about 15 minutes to set up the message and broadcast it to the impacted members. We did not activate a notification because the incident was resolved quickly.

On another matter, we will cancel our April board of directors meeting. Your board of directors will continue to remain engaged in routine business operations through electronic communication. We intend to hold the May meeting as normal or through electronic means, we will keep you updated.

Sincerely,

Board of Directors

Double Horn Creek Water Supply Corporation