

August 1, 2022

Dear Park Water Company Member:

Park Water Company Board of Directors is thrilled to announce that we have secured a loan with the Colorado Water Resources and Power Development Authority for repairs and replacement of the current water mains. We are working with JVA Consulting Engineers and have selected Jim Noble, Inc to begin work on replacement of the water mains throughout the system. Work is scheduled to begin early September and conclude by December, 2022.

General Project Information

The general scope of the distribution system upgrade project is to replace the entire water distribution system from the well-house to new curb stops installed from the water main to customer service line connections.

The process for replacement will include uncovering the existing main in sections, and installing replacement pipe while maintaining water service. There will be short duration outages throughout the project as service is moved from the old system to the new one.

Contractor Information

Jim Noble, Inc.

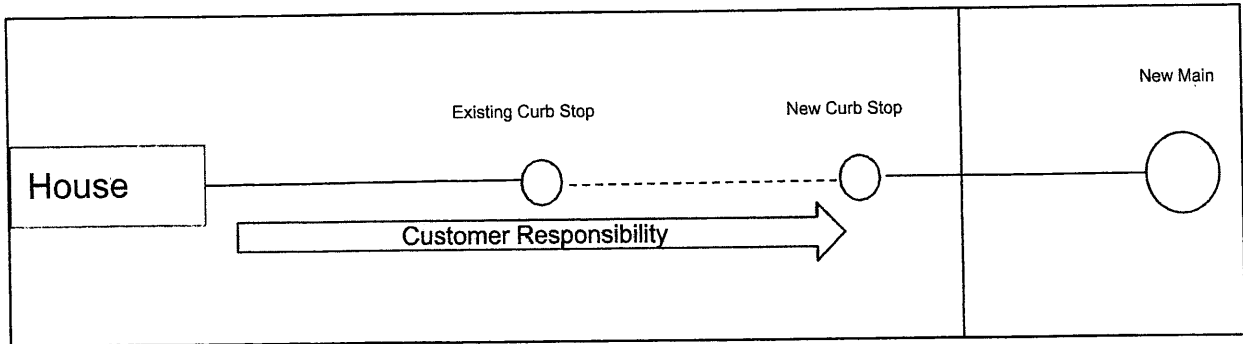
Responsibilities

Park Water Company has been reminding customers since last year that it is your responsibility to maintain and/or repair your service line. These lines are aging, and the last several major leaks on the system have been found in service lines. This is a costly event to you as a homeowner and to the company for lost water for the community. When a leak is found in a service line, water must be shut off and repairs made in order to maintain service. *In addition, moving forward, any costs associated with locating leaks that are found in service lines will be the customer's responsibility for costs of repairs and location and charges for lost water.*

This is a common approach used by all public utilities, including Xcel Energy. Please see last month's Xcel bill insert describing customer responsibilities for service lines. To address this homeowner liability, insurance riders on existing policies, or stand-alone insurance for service lines can be procured. This is invaluable when it comes to a major unplanned expense. *Please invest some time to ensure your responsibilities are covered!*

The current responsibility of the customer starts at the existing curb stop (a valve on your property). It is important to note that new curb stops will be a part of the scope of the upgrade project. In most cases, the new curb stops will be installed approximately 5 feet onto the homeowner's property from the property line. In some cases, the new curb stops will be some distance away from the existing curb stop. The new curb stop will be installed and connected to

existing lines where the integrity of the line is sufficient to make a good connection with the service line. That said, customers need to understand that their responsibilities will extend to the new curb stop from the old curb stop in cases where there is a difference between the two locations. *It is imperative that you understand the condition of your service line as the project progresses.*



Thank you,

Wayne Shepard
Board President



Know what's below.
Call before you dig.



PIPELINE SAFETY IS YOUR RESPONSIBILITY

Xcel Energy's natural gas network helps provide our gas customers with reliable, safe and affordable energy. We are committed to customer safety through safe pipeline operation, monitoring and by following pipeline safety regulations.

Understand your responsibilities for pipelines on your property to help keep everyone safe.

Before you dig

Know what's below. Contact 811 before you dig — every time — to have all buried lines located beforehand. The natural gas piping you own will not be located as part of this process. Licensed plumbing or heating contractors can help with locating, inspecting, maintenance, and repairing your pipe, if necessary.

Follow these important steps to dig safely:

- Call 811 or visit call811.com to request a locate and follow the instructions fully.
- Mark with white paint or chalk the area you intend to dig.
- The waiting time varies by state so plan accordingly. Do not dig until you're notified that all locates are complete and the wait time has ended.
- Do not use mechanized equipment to expose the buried line. Dig carefully using hand tools to expose the buried line while observing and preserving the marks.
- Call 811 for reverification if you lose the markings or have questions.

Customer-owned lines

Xcel Energy owns and maintains the natural gas piping from the street to our customers' gas meters, but property owners are responsible for maintaining any natural gas lines from the meter outlet to gas appliances and equipment. The customer-owned piping may be above or below ground. Buried gas lines may run from the meter to a detached garage, pool heater, or other locations. In some cases, the meter may be located at your property line or a distance away from your home or business. A licensed plumbing or heating contractor can locate your line(s).

WARNING SIGNS OF A GAS LINE LEAK: These may or may not all be present in every circumstance.

- Smell**
There may or may not be an odor like rotten eggs or sulfur.
- Sight**
There may or may not be dirt spraying in the air, continual bubbling in a pool of water, or dying/dead vegetation for no apparent reason.
- Sound**
There may or may not be a slight hissing to a loud roar.

Respond safely

If you suspect a gas leak inside your home or a building, quickly get everyone outside and safely away.

If it is outside on your property or someone else's, move a safe distance away and upwind of the odor.

Always follow this guidance:

- Do not use anything that can create a spark, as any spark can ignite gas. This includes matches and lighters; any phone, electric switches including garage door openers, appliances, or metal tools; or starting an engine.
- Warn others to stay away.
- Once safely away, call 911, and then Xcel Energy at 800-895-2999.

Pipeline markers

Gas transmission pipeline markers identify all transmission and some high-pressure distribution pipelines. However, never assume that the absence of a marker indicates the absence of a pipeline. While markers most typically follow a pipeline's general path, they never mark the pipeline's exact path, size, or depth.

The markers include the name of the company, its emergency contact phone number, the product in the pipeline, and a reminder that you must first contact 811 before digging. It is unlawful to remove a pipeline marker. Public maps for general location of pipelines are available at: www.npms.phmsa.dot.gov.

Visit xcelenergy.com/Safety for additional safety information.