**REESEDALE MUTUAL WATER CO.**

**P.O. BOX 496 LANCASTER, CA 93584**

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**REESEDALEMUTUALWATER.COM**

**Dear Shareholder,**

We sincerely thank you for your continued patience and understanding as we undergo necessary administrative updates. Our board members and officers, who volunteer their time while maintaining full-time jobs elsewhere, are working diligently to keep our operations running and our water service reliable.

We appreciate your flexibility regarding limited business hours and recent delays in the billing cycle. However, after a thorough review of our financials and due to the rising costs associated with operating and maintaining our water facilities, we must make an important policy change:

**Effective April 1, 2024, Reesedale Mutual Water Company will no longer offer payment plans.**

All outstanding **balances more than 30 days past due**—regardless of the amount—will result in immediate service interruption. A padlock will be placed on the water meter, and all associated fees, including reconnection charges, will be added to the balance. The full amount then must be paid in full before service is restored.

To streamline operations and improve service, Reesedale Mutual Water Company is transitioning all communications and billing to digital formats. Please respond with your preferred **email address** or **mobile phone number** where you would like to receive future invoices and official correspondence. This change will help ensure timely delivery of important notices and reduce administrative delays.

Please take time monthly to review our website for any local updates and announcements. We extend our sincere thanks to those who consistently pay their bills on time. Your timely payments help keep our water system independent, affordable, and free of unnecessary chemical treatments and state intervention—an approach we’ve proudly maintained since 1955.

Thank you for your attention and continued support.

**Sincerely,  
Board of Officers  
Reesedale Mutual Water Company**