

Mailed in June of 2002  
Per phone conversation  
with Janice Bilyeu.  
J.S.

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Dear Water Customer:

We are writing to inform you of a change taking place very soon. The change will be in the way you are charged for your water.

Due to reasons that will be expressed later in this letter, starting November 1, 2002, you will be charged according to how much water you use. That will be instead of just a flat fee of \$12.00. The new charge for water will be as follows: For the first thousand gallons of water, you will be charged \$12.00. then for every thousand thereafter, you will be charged an additional \$1.00. For example: if you use 5,000 gallons one month, your bill for that month will be \$19.20.

Also starting November 1, you will receive monthly statements that will arrive anywhere from the 1st to the 3rd of every month. These statements will have your meter readings on them along with how much you owe. We must receive your payment by the 17th of every month.

If you are someone who has paid up past November 1, we will deduct your \$12.00 from the amount of your bill. You will pay only the difference until you are even.

Every community system, whether state approved or city ran has a system where they charge people for the water that they use. Our new system is based on Highlandville's system. Although, our rates will be much cheaper.

**\*Reasons for the New Change\***

**1. Water Usage**

For the last 4 months we have been reading and recording meters that show us the water usage at each household. A lot of the homes were average users up to a little above average. There are some houses using an over abundance that far exceeds what they are paying for. The city of Highlandville said the

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average is anywhere from 3,700 gallons to 5,000 gallons. We have had some houses in one month exceed 13,000 gallons.

Some people have developed leaks on their lines going to their house and before reporting it, thousand of gallons would leak in the ground. Now, by our new system we will be able to catch the problem early.

A lot of people are adding swimming pools; as you know water needs to be added throughout the summer months because of evaporation. This leads to more water usage from a household.

## 2. The Size Of Our Operation

We now have 40 customers on water with 60 anticipated. The upkeep is no little task. When the lines need to repaired along with pumps and booster pumps, sometimes the regular maintenance costs more than we bring in.

We pride ourselves in being state approved. Being state approved sets us a higher standard; but that higher standard comes at a higher cost for the owners of our system. Monthly water samples must be taken and passed which cost hundreds of dollars yearly.

Now to even run this system, my wife and I have to be state certified which means paying more money to the state for certification.

This change is beneficial to us all. It must be done to assure this system will be here for us all for many years to come.

Until Nov 1, be watching your water usage. And if you have any questions at all, please call me at 725-5609. Thank you and we will be looking forward to providing you with water for many years!

Jamie Bilveu

## Appendix B

April 25, 2007

Dear Water Customer:

I am writing to inform you of a name change of whom you make your checks to. The old name was E&T Bilyeu. This will not be any longer. The new name of the company is Bilyeu Water Company.

So, please write your checks payable to Bilyeu Water Company. Thank you for your cooperation.

Bilyeu Water Company  
Jamie Bilyeu