



THIS IS NOT A BILL. NO NEED TO RESPOND

Dear Smithview Customers,

Over the last couple of months our firm, Smithview Utility Operating Company, Inc. (Smithview), a subsidiary of Central States Water Resources, Inc. (CSWR), has taken over operations of the domestic drinking water utility system of your community by entering into a management contract with the existing water utility. When Smithview began working with the system your community was under a Missouri Department of Natural Resources (MDNR) boil order due to positive coliform tests, a pathogen, in your water. Smithview has contracted with a professional operations company, and worked with MDNR to install a temporary chlorine disinfection system. The combination of the temporary disinfection system and professional operations allowed Smithview to get MDNR to lift the boil water order ensuring your home has safe, clean drinking water.

Your community's water system has numerous operational, mechanical, electrical, and water line deficiencies, all of which need to be addressed in order to ensure your community continues to receive safe, clean, and reliable drinking water. In addition to undertaking our work on behalf of the existing utility, Smithview is currently working on filing an asset transfer case with the Missouri Public Service Commission (PSC) to formally purchase your community's drinking water system and then, if and when we are approved by the PSC to purchase the water system, make all the urgent necessary repairs and upgrades required.

During this acquisition process Smithview will be billing you for water services on behalf of the existing water utility. Since the current owners have no actual meter readings that would provide actual water consumption data for billing, Smithview will be sending minimum bills for the last six months based on the customer charge only. Meter reading will begin next week and used to include actual water usage for future billing. In accordance with the PSC rules, you have the option to pay for the back billed amount over the next 12 months if that is your preference and wish to request such.

Your water bill payments should be sent to:

Smithview Utility Operating Company
P.O. Box 790379
St. Louis, MO 63179

If you have a water service question or emergency call toll free: 1-800-654-1570

If you have a billing or customer service question, or wish to set up a payment plan, please call 314-630-3522 during regular business hours.



Smithview hopes we can continue to provide safe and adequate clean drinking water to your home, and if and when the PSC allows Smithview to purchase this system, we look forward to doing the necessary final improvements to ensure your place of residence has access to safe, reliable, and clean drinking water not just now but far into the future ensuring the sustainability of the community.

We look forward to working for you and the community. We hope you find our service and operations' staff attentive.

If you have a billing or customer service question, please call 314-630-3522

or email us at: support@smithviewutilityoperatingcompany.com.

For more information regarding the Missouri Public Service Commission including its regulation of utilities you may also visit its website at: www.psc.mo.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Josiah Cox", is written over a large, faint, stylized wave graphic that spans the width of the page.

Josiah Cox
President