

## WHERE YOUR \$45.50 IS APPLIED

As a valued customer of the Topaz Ranch Estates Water Company we would like to explain what your \$45.50 monthly service charge is used for, along with the \$2.75 (residential) per 1,000 gallons water usage fee.

System upgrades such as new bigger lines to handle fire flows and maintain a constant flow rate set by the local fire authority. Hydrants for easy access and demand during emergency situations, these hydrants also need to be maintained by operating them yearly as well as checking the oil and overall condition. Also, by flushing hydrants we can remove some of the sand in our waterlines as well as DBPR (disinfection by-products) that accumulate over time.

System maintenance is an ongoing issue with about 60% of the system being installed somewhere in the mid 70's to late 80's. Although roughly 40% is considered new maintenance it is vital to preserve and insure longevity of the system. System leak repairs are a very costly issue we deal with from time to time. Valve maintenance is also crucial; in making sure valves shut off or turn on as needed for repairs or emergencies. We also have two wells and two booster stations we need to maintain to make sure we get water to the tanks and ultimately to you, the customer. Our three storage tanks also need attention, although diving and inspection is only recommended every five years, this also has a fairly hefty price tag.

System operation's such as paying for power to run the wells, booster stations and office. Disinfection, although not a huge cost, is still around \$ 3,500 a year for pumps and the material used to disinfect the system. Yearly and monthly microbiological analyses are performed to insure the quality and safety of your drinking water. Handling customer complaints, shut-off's and other general questions, are a day to day operation, in which we pride ourselves on handling in a timely manner and with an educated response. The most dreaded part by customers would be the monthly meter reads and billing process.

In closing it takes quite a bit of effort and funds to sustain a distribution water system to the state and the public's standards, all the while keeping the cost of operation from being passed on to you, the customer.