



To our customers in Summertree,

Utilities, Inc. of Florida is pleased to let you know that the long-awaited interconnection with Pasco County Utilities (PCU) is scheduled to occur on December 21, 2016. You are aware that our engineering studies indicated that the interconnection with the County's facilities would be the quickest and most straightforward approach to resolve the aesthetic issues with your water. After extended discussion, analysis and negotiation, we are pleased that this project is under construction and nearing completion, and that we will have resolved the aesthetic issues resulting from the source wells. We want to thank State and County officials and most importantly, Summertree residents, for the patience and cooperation that have enabled this solution to be completed.

We also want to let you know that we have scheduled a comprehensive flushing of our water distribution system within Summertree. This process is scheduled to take place immediately after the interconnection with Pasco County Utilities is placed into service. Our flushing activity is essential in order to promptly make the changeover from the current well water source to water supplied by PCU throughout the distribution system. Thereafter, our existing wells will be taken off line and decommissioned in conformance with regulatory requirements. These existing wells will no longer be available as a backup water source.

By flushing the system thoroughly, we will remove any buildup of minerals and sediment that may have been deposited in the water mains over time and not otherwise removed by our routine flushing program. We will begin the flushing of the water lines at the point of connection with PCU's water system at the entrance gate on Paradise Pointe Way on December 21, 2016. Flushing will then proceed from hydrant to hydrant toward the back of the community and throughout each neighborhood until the entire Summertree community has been flushed. In this way, we will scour all of the pipes and remove any sediment from the piping system through our hydrants and other flushing points.

You may notice some sediment in your tap water immediately after the water main on your street has been flushed. You may also notice a temporary drop in pressure during this activity. We suggest that you run your cold water for a few minutes until it clears up. You may also want to refrain from doing laundry during the flushing as you may notice some initial discoloration in the water which will be eliminated by running water through your home plumbing system.

We also want to let you know that you may notice a change in taste and odor of your water once the interconnection is put in service. The switch to PCU as the source water provider will reflect a return to water that is disinfected using the same chloramination process for disinfection had been in use in the system since 2005. Recall that we informed you of a change in chlorine disinfection that was initiated on November 1 but that will terminate with the switch in water source to PCU.

In an effort to keep you informed of our flushing activities, our office will send out a recorded message to each customer a day or two prior to the beginning the flushing process on **December 21, 2016**. This message will be delivered to all customers who have provided Customer Service with an accurate, active phone

number. If you currently do not have a primary phone number on your account and you wish to be notified by phone, please contact our Customer Service Department toll-free at (866) 842-8432.

We apologize for any inconvenience this may cause you and appreciate your patience. However, we are happy to say that before the end of the month, we will be providing you with safe, reliable drinking water that meets both the health requirements AND the aesthetic requirements we have all been seeking.

Again, thank you for your cooperation and if you should have any questions or concerns, do not hesitate to call Customer Service.

John Hoy, President
Utilities, Inc. of Florida