

TO THE MEMBERS OF THE PINWOOD SPRINGS WATER DISTRICT:

The Little Thompson River, from which we draw our water, is now at a trickle or completely dry. As a consequence, the treatment plant is currently operating intermittently and unable to keep up with demand. We are unable to draw water from the reservoir because the level of manganese in it greatly exceeds the level allowed by water quality regulation and must be treated before it enters our drinking water system. Our storage tanks are at extremely low levels and must be replenished to maintain a safety buffer. Without that replenishment, we are at risk of **RUNNING OUT OF WATER**. This is an emergency. We are answering that emergency by hauling water, as discussed below.

Wednesday night, more than 50 residents joined the water board meeting to discuss our current water situation and the actions we are taking to deal with it.

Although the river is extremely low or dry, we do get some intermittent flow from rainfall upstream. Our Operations team is working to extract every possible drop.

The team is also in rapid-response mode to find and fix any leaks as quickly as possible. The community's help in reporting leaks is vital and deeply appreciated.

We have all seen the construction now underway to replace aging and leaky pipes. Another part of that infrastructure project is a large, permanent improvement to our water plant enabling removal of manganese, iron and organic contaminants from the feedwater.

We cannot wait for that permanent plant to deal with this emergency. We are working to install a containerized Pilot Water Treatment Plant with filtration through 4 media vessels including a "green sand" filter to remove manganese. This will allow us to process reservoir water, supplying demand and allowing us to replenish our finished water storage. We are moving as rapidly as possible to install that system and hope to have it up and running by the end of September. We will rent the Pilot system until we have the permanent system in operation. Data from the Pilot system will accelerate regulatory approval of the permanent system.

In the meantime, the Water District cannot absorb all the cost of hauling water. According to our Rules and Regulations (posted on the District website) we must implement emergency pricing for the period when we have been forced to haul water. Emergency pricing applies only to that period, is used only to pay hauling charges, and will terminate as soon as the treatment plant comes back online.

STARTING ON MONDAY, SEPTEMBER 1ST at 12:01am EMERGENCY PRICING WILL GO INTO EFFECT. We're currently working out the details, but we understand that rates could be as higher than 25 cents per gallon. More updates will follow soon.

During this emergency, we ask that all Members of the Water District **CONSERVE WATER IN EVERY WAY POSSIBLE**. Your help is critical to minimizing demand and speeding recovery from the shortage.

We understand this situation is upsetting, and as fellow members, we share your anxiety and frustration. But the District is making steady progress toward greater sustainability even now, and despite these unfortunate recent setbacks, we remain optimistic about the future of water service in Pinewood.

Board of Directors,
Pinewood Springs Water District

Jim Easter
Patty Peritz
Evan Jones
Kim Bologna