

January 6, 2012

Dear Pinery Customer,

As we begin 2012, we are making several changes which will hopefully impact you positively.

For years, our customers have requested that the District convert to monthly billing from our current practice of billing our residential customers bi-monthly. We initially introduced the plan in a recent District newsletter, and we are now ready to make the change beginning in February 2012.

It is anticipated that monthly billing will assist our customers with budgeting, as most family bills are generated on a monthly basis. The change will also help you in knowing if you have a potential leak (i.e., you'll have a bill sooner to check usage patterns), or perhaps you just need to cut back on irrigating to conserve water and reduce your monthly bill. The information to help you will be available in a much more timely fashion.

Here is the plan...

- Customers who received a bill in early January 2012 (for October/November usage), will receive their last 2-month bill in early March (for December/January water usage). Then in early April, you will begin receiving monthly billings... your April bill will be for February usage.
- Customers who will be billed in early February 2012 (for November/December 2011 usage), will receive their first monthly bill in early March (for January usage).

All monthly bills will be "due upon receipt" and late fees will be assessed according to District policy.

The following rate schedule will be used in calculating your monthly bill; it is half of the previously used schedule as there are no rate increases for 2012:

Water Rates

Base Rate	\$25.55	
0 - 3000 gallons	\$25.55	+ \$2.04/1,000 gallons
4000 - 20,000 Gallons	\$31.67	+ \$2.96/1,000 gallons
21,000 - 30,000 Gallons	\$81.99	+ \$3.73/1,000 gallons
31,000 - 50,000 Gallons	\$119.29	+ \$4.85/1,000 gallons
51,000 - 60,000 Gallons	\$216.29	+ \$6.63/1,000 gallons
Over 60,000 Gallons	\$282.59	+ \$13.29/1,000 gallons

Water Project Fee \$12.50 per month

Groundwater Protection Fee (if applicable) \$2.37 per month

Regarding the calculation of 2012 SEWER rates, we will be using your February and March water usage figures to determine whether you are in the low or high sewer rate bracket for the year.

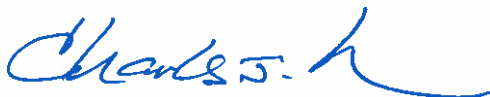
Sewer Rates

0 – 3000 gallons/month	\$26.29
Over 3000 gallons/month	\$38.63

Although we are working diligently to make the transition from bi-monthly to monthly billing seamless, we ask for your patience and feedback as the next few months' progress. For a few billing cycles, your monthly bill may not be mailed out from the District office on the same date each month – but, we will work for a consistent billing schedule as the month's progress.

As always, if you have any questions, please contact our customer service staff at:
303-841-2797, ext. "0" during normal business hours 8am-4pm Mon-Fri

We thank you in advance for your patience and support.



Charles J. Krogh
District Manager

*For more District related information, please check out our website at:
www.pinerywater.com*