

Dear Valued Customer,

Thank you for being a loyal and valued customer of our water district. Your continued trust and support mean a great deal to us, and we are committed to providing you with safe, reliable water for years to come.

As part of our ongoing efforts to maintain and improve the quality of our services, we want to inform you about our upcoming adjustment in water rates. We understand that any increase in costs can be concerning, so we want to be as transparent as possible why this is necessary.

### **WHY?**

Over time, the costs associated with delivering clean, safe water to your home have risen. This includes essential upgrades to aging infrastructure, increased energy costs, and more stringent regulations designed to ensure the highest water quality. These improvements are critical to prevent service interruptions, leaks, or emergency repairs in the near future, all while meeting safety and environmental standards.

- Many of the pipes and facilities in our system have been in service for decades. Regular maintenance and upgrades are necessary to keep everything running smoothly and safely.
- Inflation, rising energy prices, and the increasing costs of water treatment materials have direct impact on the overall cost of providing water service.
- We are required to meet evolving federal and state regulations that ensure your water remains safe and of the highest quality. Compliance with these standards often requires new technologies and improvements that come at a higher cost.

We have been working with our engineering firm Bartlett and West to develop plans for improvements and up keep throughout the district.

### **OUR COMMITMENT:**

We know how important, reliable and affordable water is to your daily life. While the decision to raise rates is never easy, it is necessary to ensure we can continue to deliver high-quality service and make long-term investments in our infrastructure. Every dollar from this increase will go toward maintain and improving the system you depend on.

We are deeply grateful for your understanding and continued support. We are always working to provide the best possible service to you and the community.

Thank you,

Public Water Supply District #3 of Cole County

Beginning January 2026: Base Rate (for the 1<sup>st</sup> 2,000 gallons) \$23.75

Anything After that: \$0.72 per hundred gallons