



Dear Sebastian Lake Customer,

Sebastian Lake UOC, a member of the Central States Water Resources (CSWR) family of companies, is proud to be your community's water and wastewater service provider since July 30th, 2018. Over that time, we have worked closely with state regulatory agencies to ensure we are consistently in full compliance with all regulations by meeting or exceeding standards for service. Across the state of Arkansas, CSWR has invested more than \$5.1 Million into sewer utility infrastructure, significantly increasing the quality and reliability of service for all our customers, and would like to provide you with an overview of the improvements we are making in your community.

Ongoing and completed the projects at the Sebastian Lake water and wastewater systems:

Water Utility System

- Emergency repairs to the drinking water distribution system piping
- Installation of a remote monitoring systems at the treatment facility to detect potential problems before they affect the quality or reliability of services provided

Wastewater Utility System (see before/after photos below)

- Jetted sewer lines, increasing their useful lifespan and reducing the chance of sewage backups
- Overhaul and refit of components of the lift stations that convey waste away from homes
- Installation of remote monitoring systems at the treatment facility to detect potential problems before they affect the quality or reliability of services provided

Before – Dead fish in tank



After – Wastewater system improvements



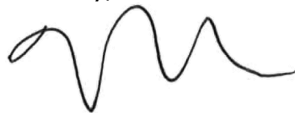
Sebastian Lake seeks to charge fair and reasonable rates to customers. These investments in infrastructure and daily operations will require an increase in the rates for your water and wastewater service. **Your rate for water will go from \$40/month plus \$6 for every 1000 gallons of usage to \$44/month plus \$7.50 for every 1000 gallons of usage. Your rate for wastewater service will go from \$33/month plus \$6.00 for every 1000 gallons of water usage to \$37/month plus \$7.50 for every 1000 gallons of water usage.** Customers can expect their bill that will mail in mid-August to contain these new rates.

It is important to us that customers have an opportunity to voice concerns or ask questions. We would like to invite you to a ZOOM conference meeting on Wednesday, July 27th 2022 at 6:00pm with senior leadership members of Sebastian Lake. You can join the ZOOM call by using the following link: tinyurl.com/ARJULY27

As a customer of Sebastian Lake, you have access to 24/7 emergency support that can be reached by phone at 1-866-270-4919, or by email at support@sebastianlakeuoc.com. Additionally, we offer convenient online bill payment options and responsive operations professionals that provide prompt and efficient service. We invite you to visit our website at sebastianlakeuoc.com to learn more about us.

Sebastian Lake is committed to bringing safe, reliable, and environmentally responsible water resources to every community we serve. We appreciate your understanding in this matter and look forward to providing our services to your community for generations to come.

Sincerely,

A handwritten signature in black ink, appearing to read 'Josiah Cox', with a stylized, wavy line extending to the right.

Josiah Cox, President
Sebastian Lake