

The Town of

Star Valley Ranch

March 31, 2010

Dear Water User

The Town's current plans are to have all new meters installed by the end of June. We will start our monthly water usage billing cycle beginning in July.

The Town is diligently trying to repair as many leaks as possible on the Town's side of the meters. These repairs will reduce the over all requirements for water.

However, there is growing concern about the number of leaks on the user's side of the meter. This is the responsibility of the individual property owners.

It is not the intent of the Town to have individuals paying exorbitant water bills that are the result of unknown leaks on the property owner's side of the meter. Therefore, the Town will work with everyone to try to determine if you have a leak on your side of the meter.

1. *Anytime following the installation of your new meter*, the Town Water Department will provide a free service to assist any resident who requests a test for leaks on their side of the meter. A negative test result will help reassure you of no extra water charges due to unknown leaks.
2. If it is determined that there is a potential leak, it will be the sole responsibility of the property owner to locate and fix the leak.
3. Anyone who is working to fix a significant leak will be billed the lesser of the "20,000-gallon" rate or the "actual gallons" used rate. To qualify for this relief you must contact the Town for a leak test prior to August 31st, provide the Town with an estimated completion date and notify the Town immediately following the repair for a second leak test and meter reading.
4. Unless otherwise authorized by the Town, this grace period to waive billing charges due to leaks will end on September 30th. Following this date, all usage will be billed, due and payable for the total amount of usage on the meter.

Please let us know if we can be of further service.

Thank you,
SVR Water Department

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