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H&R Waterworks, Inc.

Offices: 8421 Old Hwy 99 SE Olympia, WA 98501

Mailing: PO Box 3 East Olympia, WA 98540

(360)357-3277 fax (360)357-3758

www.thewaterco.net

NEW MANDATORY WATER USE RESTRICTIONS

August 14, 2015

Hello Talcott Ridge Water System Customers:

As you know H&R Waterworks, Inc. monitors water usage closely, especially during warmer weather. Our goal is to allow full utilization of water in an efficient manner. Earlier in July we had mandated each homeowner to revise their irrigation schedule and this mandatory action was partially met and the system has not experienced storage depletion.

However, our area is experiencing a drought as has been declared by the Governor. Correspondingly, Talcott Ridge water consumption in July exceeded June usage by 12.3%, increasing from an average daily consumption of 1,386 gallons per home per day in June to 1,556 gallons per home per day in July. The July average daily use exceeded average daily use during May by **1,027 gallons per day or 220%!!!**

Talcott Ridge homeowners are justifiably proud of their homes and yards, however, action must be taken to reduce consumption. The company is monitoring all water consumption on a weekly and monthly basis.

Our reduction schedule request made of you on July 31st was not sufficient. To help insure that sufficient water remains available for the balance of this year, **the company is imposing, immediately, a limit on outdoor irrigation** which will be tracked by individual service.

MANDATORY IRRIGATION SCHEDULE:

Irrigation is limited to two days a week for all customers; residential and irrigation. Customers whose address ends in odd number may water two days a week; Saturday and Wednesday.

The same restriction for customers whose address ends in an even number, limit is two days a week; Sunday and Thursday.

Our goal is to be sure that all irrigation controllers are set to a timeframe which allows all sprinkling and watering to be completed between **10 p.m. and before 4 a.m.** or between **10 a.m. and 3 p.m.** **ON THE TWO DAYS A WEEK WHICH ARE AUTHORIZED FOR YOU.**

Please reset/check your controllers to establish that your irrigation is completed before 4 am on each day you are authorized to irrigate.

For your part, we also request that you please confirm by email to customercare@thewaterco.net that you have made necessary timing modifications by no later than August 20, 2015. We expect to be able to lift this limitation by October 15, 2015.

For our part, we believe that each customer with an irrigation system installed will confirm their hours of operation for their controllers. Doing so will allow all of us to accomplish this goal.

This ACTION is **mandatory**. Your compliance is appreciated by your neighbors and the company.

Thank you for your understanding.

Talcott Ridge Water Usage Chart for reference:

BILLING DATE	MONTHLY (AC) SOLD +BLOW OFF GALLONS	MONTHLY GAL PER DAY PER CONN
8/1/2015	2,456,559	1556
7/1/2015	1,841,741	1386
6/1/2015	736,092	539

Sincerely,

Stephen L. Harrington

Stephen L. Harrington
General Manager, Founder and Owner
H&R Waterworks, Inc.
DOH Satellite Management Agency License #123
Water Distribution Manager 3, License #7904

085035

August 21, 2015

▶ **H&R Waterworks, Inc**

PO Box 3
East Olympia, WA 98540
Phone: 360-357-3277

RE: August 14, 2015 – NEW MANDATORY WATER USE RESTRICTIONS - Letter

This is to inform you that the property at 7625 Countrywood Dr., SE, Olympia, WA 98501, has turned off their irrigation system and will comply to your mandate.

4b



#085025

4b

August 21, 2015

Steve Harrington
H & R Waterworks Inc
8421 Old Highway 99 SE
Olympia, WA 98540

Dear Steve Harrington:

This letter is to serve you notice that my sprinkler timers are set according to the door hanger you left on my door 8/20/2015. I will not be providing my email address to your company. I expect written confirmation mailed to my address that you have received this notice. In the future a simple letter that asking for cooperation not a door hanger written in CAPITOLS threatening disconnection might get better results.

Sincerely,



4b

Confirmed by phone with
customer. 8/21/15 g

Pamela Gorton

From: [REDACTED] 4b
Sent: Monday, August 24, 2015 12:11 PM
To: Pamela Gorton
Subject: Re: Important Notice to Talcott Ridge Customers

Pam,

Thanks for sending the email. I have received it and will follow the schedule as per your request. Please confirm that you have received my response.

thanks

[REDACTED] 4b

From: Pamela Gorton <pamelag@thewaterco.net>
To: [REDACTED] 4b
Cc: "Customer Care - H&R Waterworks, Inc." <CustomerCare@thewaterco.net>
Sent: Monday, August 24, 2015 10:34 AM
Subject: Important Notice to Talcott Ridge Customers

Per your request, please see attached which was mailed to this email address on 8.14.15. If you have further questions, please feel free to contact our office.

Pam

Customer Care
H&R Waterworks, Inc
360.357.3277
Office Hours: Monday – Friday 8 a.m. to 4:30 p.m. PST



[The Water Company](#)

Pamela Gorton

From: Water Co Website <customercare@thewaterco.net>
Sent: Monday, August 24, 2015 9:32 AM
To: Customer Care - H&R Waterworks, Inc.
Subject: Contact Submission from Jeffrey Watkins

Contact Request From Jeffrey Watkins

Name:	4b	
Email Address:		
Address:		
City:		
State:		
Zip:		
Phone number:		
Account number:		
Subject:	Other	
I am complying with lawn irrigation restrictions. I have no sprinkler system, and I am not watering with a garden hose.		

This e-mail was sent from a contact form on The Water Company
<http://thewaterco.net/>

2-54-81