



**TERREL HILLS  
WATER COMPANY, INC.**

PO Box 476  
Saratoga Springs, NY 12866  
518-399-1599  
info@TerrelHillsWaterCo.com

September 7, 2007

Dear Customer,

I am writing to inform you of a few developments in regards to your local water utility. In August of 2007, Terrell Hills Water Company was purchased by myself and two partners. After many long years as your service provider, our friend Don Mulligan has decided to retire so please join us in wishing Don much happiness and good health in retirement. Don may be seen occasionally around the neighborhood as he assists us with the transition.

Going forward, we will strive to continue the excellent stewardship that Don has provided since the inception of the Terrel Hills community. In an effort to continue our focus on quality service coupled with the spirit of improvement, we will be making a few upgrades in the coming year, much of which, you may not notice, but we will keep you informed of any substantive changes.

We will also endeavor to improve the appearance of our main pump house property over time which may include the addition of some enhanced landscaping along the entrance to our community.

We have also implemented a new 24/7 answering service with call escalation and emergency notification features. This system will receive all calls and forward them to the appropriate person. In case of an emergency we will be immediately notified and will respond as appropriate. Systems such as these will enable us to continue the level of service you have grown accustomed. They will also enable us to improve upon services in the future.

Please notice we have new invoices and a new remittance address. When mailing payments, please be sure to send to this new address to ensure proper credits to your accounts. We also have the ability to invoice via email, so if you are interested in receiving future invoices through this means, please send an email to [info@terrelhillswaterco.com](mailto:info@terrelhillswaterco.com) and include your name, email address, phone number, and property address.

Thank you for your business and please don't hesitate to contact me if you have any questions or concerns.

Sincerely,

William Parker  
President  
Terrell Hills Water Company, Inc.