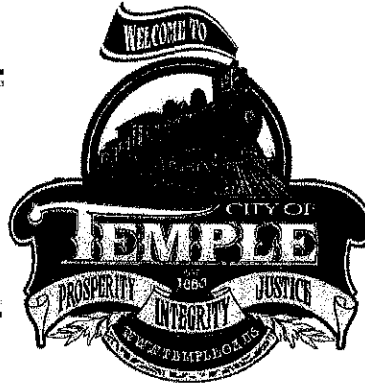


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August 15 – 18, 2017

TO: City of Temple Water Customers

FROM: City Administrator Bill Osborne

RE: If You Have a Problem with Water Pressure

The City of Temple currently has an engineering firm taking a look at a few situations related to how water purchased by this local government from the Carroll County Water Authority (CCWA) actually enters the City's water distribution system and then ultimately reaches your individual residences and businesses.

One of our overall objectives is to maintain good water pressure throughout the distribution system in Temple while not having to pay extra charges to the CCWA for the water you receive. We believe this is very important, especially since the Water Authority has found it necessary at the start of calendar 2018 to increase the wholesale price of the water sold to the City of Temple by the CCWA for subsequent distribution and sale to you our customers.

Over the next month or so, the firm of HRC Engineers will be closing certain valves and opening certain valves as the engineers try to see what works best in maintaining good water pressure throughout the system while reducing a specific cost. Before I identify that cost and that situation for you, let me emphasize this point: DURING THE NEXT MONTH, IF YOUR WATER PRESSURE DROPS LOWER THAN IT HAS BEEN IN RECENT MONTHS, PLEASE CONTACT CITY HALL AT 770/562-3369, Ext. 107, AS SOON AS POSSIBLE.

While we need to find the best solution to the specific situation which I'll mention below, we certainly don't want our customers to have a decrease in their water pressure. We all know there have been water pressure issues in the past. I think we have dealt successfully with most of these, and we still are working to resolve the remaining problems. So, obviously, we don't want the "answer" to this current situation to create any significant decrease in water pressure for residents or businesses.

(Please see reverse side for the rest of this letter.)

Here is the situation we're working on: There are five points of entry (water meter intakes) into Temple's water distribution system. The point of entry at the highest elevation is on Rainey Road. Now, because of its higher elevation, it costs more for the Carroll County Water Authority to pump water up to this intake point. And starting in September the CCWA will charge the City of Temple an extra fee for all water which enters our water distribution system through the Rainey Road intake.

There used to be a good distribution among the five points of entry. The Rainey Road meter, for example, used to account for between 25 and 30 percent of the volume of water which entered the City's distribution system. But if you were to look at a printout of the amount of water now entering the system through the Rainey Road meter, you would see that about 75 percent of the water intake is through the Rainey Road meter. Our goal is once again to have a balance among the system's water intake points. Once the engineering firm figures out how to do this through a combination of opening or closing certain valves, we will have a balanced water distribution system; and equally important, it will save money for the City and you...our water customers.

Thank you.

WDO:bm

cc: Mayor Harmon, Members of City Council, City Water Department, HRC Engineers