



Cottage Hill Water Works, Inc.
PO Box 581 / 16 Williams Ditch Road
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July 28, 2022

RE: Membership certificate updates

Dear CHWW Members:

First and foremost, thank you for being valued customers of Cottage Hill Water Works, Inc. We strive to make our customers feel they are our highest priority and provide exceptional service within our community. In an effort to continuously share information concerning our corporation, there have been updates made to the membership agreement, and it reads as follows:

Page 1, Section B:

"Nonpayment within twenty-five (25) days from the due date will result in the water being turned off from the member's property, and a fee of \$30.00 will be charged to turn on. If the meter is turned back on after it has been locked off by Cottage Hill Water Works, Inc. by anyone other than Cottage Hill Water Works, Inc. personnel, a \$100.00 tampering fee will be charged to the customer on first offense, second offense a \$200.00 fee will be assessed, and third offense a \$300.00 fee will be assessed and meter will be removed, the customer may be denied water service and/or require additional deposit to account."

Page 4, Section 10:

"The water member agrees that the meter box will be assessable to the meter reader at all times. A bush or tree may not hand over the meter box unless it clears the box at least six (6) feet. Fences will have to have an offset built around the meter box or a gate within three (30) feet of the meter box. CHWW is not responsible for replacing grass in work area."

We appreciate your cooperation in our efforts to maintain quality service and encourage our members' participation in preserving our community and water system to its utmost potential. If you have any questions or concerns, feel free to contact us by phone, mail, or email in the customer portal from our website at www.chwwinc.com.

Best regards,

Lynn Mitchell
Operations Manager