



September 13, 2017

To our Customers:

In the wake of Hurricane Irma, many of you remain without power, and by extension, without water due to the widespread damage caused by the storm. We are sorry for this inconvenience, and share your frustration. There are numerous other water providers experiencing the same issues throughout Georgia. Looking back at our company history, the only other wide spread outage that is even close to the current situation occurred in the ice storms of 1993. This is in many respects, an unprecedented event for our state.

Many of you have asked why we do not have generators for our wells, which is a reasonable question to ask. It is atypical for well systems in North Georgia to have their own emergency power supplies. In fact, we have evaluated the feasibility of installing generators at well sites numerous times throughout our history. The result of each review has been a determination that the overall cost to install, maintain, and operate has been extremely high compared to the frequency of need.

We have begun a new review to evaluate installing permanent generators at approximately 200 (out of our 300 plus) well sites throughout our various water systems, and we will provide an update on the feasibility of executing such a project. Logistically, we have determined that portable generators would not reliably support the operation of a water system, particularly in the extreme conditions we are experiencing now.

Again, we apologize for the inconvenience and disruptions you are experiencing, and we will do all that we can to facilitate the quick restoration of your water service.

Sincerely,

Executive Management Team  
Piedmont Water Company