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Important Notice to Stockholders and Consumers

October 2016

On September 21, 2016, at the regularly scheduled Board Meeting, the Board approved a rate increase that includes both service charges and water charges for each of the next two (2) fiscal years. The first year rate increase will become effective on October 29, 2016.

At this time, there are (2) two significant factors affecting water rates. The first factor, is the continued need to purchase imported water due to the lack of supply from our local ground water. During this current fiscal year, the Company purchased twice the amount of imported water historically purchased. The second factor is that the Board is focused on maintaining and replacing the aging water system infrastructure to ensure a continued reliable supply to you, the consumer. These items are the reason for the majority of the rate increase.

The Board approved a 6% rate increase for each of the next two (2) years. The new rates, which become effective October 29, 2016, are included with this notice. The October 29, 2017, rates will be provided at a future time, and will be reviewed by the Board prior to implementation.

The Company would also like to draw your attention to **AquaHawk Alerting**. This system allows you to check your daily usage, set-up alerts so you can be notified by text or email about possible leaks on your property or continual usage. You can set-up a monthly water budget and much more. By registering, and entering your current contact information (cell phone & email), VHWC will also be able to easily communicate with you during emergency situations. To register your water account, please visit our website at vhwc.org and follow the link, **“Take Control Of Your Water Bill”**.



Finally, on the reverse of this notice is a brief explanation about emergency shut-off valves.

Valencia Heights Water Company Board of Directors

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CUSTOMER SHUT-OFF VALVE NOTICE

In emergency situations, it is crucial that all properties have an operating shut-off valve installed at the home and at the customer side of the meter. The shut-off valve near the home controls the water going into the home, and the shut-off valve located on the property-side of the meter controls the water coming into the property. Not all properties have shut-off valves on their property, and it is important for each resident to know whether or not a shut-off valve exists on their property. If a shut-off valve does not exist, Valencia Heights Water Company (VHWC) highly recommends that they are installed.

When a shut-off valve, as described above does not exist on your property, it is recommended that you call Valencia Heights Water Company (VHWC) **before** turning any valve within the meter box. The valve in the meter box closest to the street is company property. Turning the Company valve and causing damage to it could result in significant cost to the property owner.

All facilities owned or maintained by VHWC, including but not limited to reservoirs, wells, pump stations, main water lines, fire hydrants, water meters and/or radios are not to be tampered with by anyone other than authorized VHWC personnel. If you are unsure if the equipment belongs to you or the water company, it is recommended that you call VHWC (626-332-8935). Our field staff is available 24 hours a day. If there is any damage or repairs needed as a result of your actions, you, the owner will be responsible for the cost of the repairs.

When water service has been shut off at a property, for any reason, it will not be restored until the property's existing issue is resolved whether it is repairs, past-due bill, or new buyer requirements. Once a meter is shut off by VHWC personnel, service can only be restored by VHWC personnel. If a meter is tampered with by **anyone** other than VHWC personnel, then a **\$500 Tampering Fee** may be charged to the shareholder or consumer account. If a meter is tampered with, it will be locked off or may be removed at the expense of shareholder or consumer until all fees (labor & materials), and past-due bills are paid; and if required, all documents be submitted to transfer water stock. The reinstallation of the meter will be at the expense of the shareholder or consumer account.

California Penal Code Section 498

“Any person who, with intent to obtain for himself or herself utility service without paying the full lawful charge therefor, or with intent to enable another person to do so, or with intent to deprive any utility of any part of the full lawful charge for utility services it provides, commits, authorizes, solicits, aids, or abets any of the following shall be guilty of a misdemeanor.”

The below situations are two (2) examples of tampering:

- Prevents any utility meter, or other device used in determining the charge for utility services, from accurately performing its measuring function by tampering or by any other means.
- Tampers with any property owned by or used by the utility to provide utility service.