

December 20, 2017

Dear Valued Maumelle Customer,

The transition of operations from Maumelle Water Management (MWM) to Central Arkansas Water (CAW) continues to move quickly. This letter highlights some of the changes coming over the next few weeks of which you need to be aware.

- First, the 30" water transmission pipe that will connect the city of Maumelle to Central Arkansas Water's distribution system has been installed and is undergoing final testing before it is placed into service. This construction was completed several months ahead of schedule, and will allow Maumelle customers to begin receiving CAW water by February 1, 2018.
- Maumelle customers will transition to the CAW rate schedule on February 1, 2018. For more information, and a table of CAW rates, please visit [www.carkw.com/maumellewater/](http://www.carkw.com/maumellewater/).
- As you know, a debt surcharge was added to your monthly bill when CAW and MWM merged. This debt surcharge was created to help pay for several aspects of the merger including paying off existing MWM debt, making necessary infrastructure upgrades, and connecting Maumelle customers to the existing CAW water distribution system. The debt surcharge recovers short-term, intermediate, and long-term costs. As of December 31, 2017, short-term costs will be fully recovered. Therefore, for bills printed after January 1, 2018, the short-term portion of the debt surcharge (\$4.26 for residential customers) will be removed from your monthly bill.
- CAW will begin changing out all commercial water meters in Maumelle in February, and all residential meters in April/May. This is due to both the age of the meters and the difference in the unit of measurement used in the CAW system. The old MWM meters measured water usage in gallons, but the new CAW meters will measure water usage in hundred cubic feet (CCF), which aligns with the CAW rate schedule. One CCF equals 748 gallons; an average household uses 6-7 CCF per month. Replacing a meter is a quick process, but may require that your water be turned off briefly.

CAW is excited to continue this transition process with Maumelle as we work toward providing you some of the highest quality water in the country, at some of the lowest rates in the country. If you have additional questions, please contact us at 501.372.5161, visit our website at [www.carkw.com](http://www.carkw.com), or send an email to [CustomerService@carkw.com](mailto:CustomerService@carkw.com).

Thank you,

Central Arkansas Water