



Great Basin
Water Co.™

Dear Spring Creek Customer,

As you are no doubt aware, a meter reading issue in 2016, led to a Public Utilities Commission of Nevada (PUCN) ruling that requires us to re-price each Spring Creek customer's total water consumption for the months of January through October 2016, at the lower Tier 1 rate of \$3.47 per 1,000/gallons. While we are seeking judicial review of the matter, we are, in the meantime, moving forward with the refunding process.

The re-pricing under the order has been completed and was submitted to the PUCN staff. As such, we are implementing the refund to each eligible customer per the PUCN order on the attached bill. You will note a line item on the bill reflecting the credit paid to your account with the title "Docket No. 16-12006 Refund" which represents the adjustment of all of your water consumption to the lowest rate for the entire ten-month period. Depending on the outcome of the judicial review, further adjustment may be necessary, for example, to reverse any credit.

The petition for judicial review does not seek to evade our responsibility for the meter reading issue the summer of 2016. Rather, it is primarily focused on how the repricing is calculated.

As we have stated in the past, we are deeply sorry for the inconvenience and confusion this situation has created and have placed multiple new safeguards in our systems. Some of these safeguards include, now that we have a full staff, changing routes between field personnel, having re-reads performed by someone other than the original reader, and performing cluster analyses on the time between reads. Thank you for your patience as we worked through this process.

Payment options are available through Customer Service to meet your needs to avoid termination of service. If you have any further questions regarding your bill, please contact Customer Service at 844.694.4404.

Regards,

Wendy Barnett