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## Customers of Mallory Valley Utility District (MVUD) Water:

The purpose of this letter is to inform you of changes to the way you are billed for utility services. This change will result in a significant cost savings to the utility customers of the City of Franklin and allow MVUD to focus on its core business of providing safe and reliable water to its customers. While the MVUD provides you water, the City provides wastewater (sewer), trash and stormwater services. Currently, the MVUD bills for water provided by them and for sewer and trash provided by the City. The MVUD is unable to bill for stormwater services so they passed the City a customer file for us to bill stormwater services. This resulted in extra billing costs for presenting stormwater statements. In addition, the MVUD charged a fee for performing sewer and trash billing which was paid by City utility customers. In FY 2008 that fee was about \$200,000.

The City worked with MVUD to develop processes that will allow the City to present utility bills for services provided by the City. Your next bill from MVUD should be for water only and your next bill from the City will be for city services. The customer record will continue to be maintained by MVUD and we will pick up information monthly from MVUD telling us who the customers are and how much water has been consumed. We will use that information to extend sewer, trash and stormwater costs resulting in a combined statement for City services. You will continue to notify MVUD of customer record changes (e.g. customer contact information, mailing changes, service stops) so that the customer record can be maintained. The MVUD will update your record and notify us.

Your existing service agreement (contract) will continue to be in place so no new contract will be required. This will allow both MVUD and the City to provide services under the provisions of service specified in that agreement. Please remember that sewer bills will continue to be based on water consumption, so any questions about gallons consumed should be addressed to MVUD. It is the policy of the City to charge for sewer based on the gallons of water consumed and we will continue to exclude sewer charges for separately metered irrigation systems.

Thank you for your support while we undertake this initiative to reduce costs. Questions should be addressed to the City at 615-794-4572 or by submitting email inquiries and comments on the City web site at <http://www.franklin-gov.com/>