

Dear Customers:

Hello, I hope this finds each of you doing well. Many of you have come to know me throughout the years but for those that don't, my name is Greg Mills. As of 2020, I became the owner/operator of Wildwood Water Company due to the untimely deaths of the previous owners during the covid era. Since that time, Wildwood Water Company has been on a 5-year upgrade program. As with any plan, there have been 'bumps in the road' but we are quickly closing in on final completion with only a few projects yet to be completed. Let me start by bringing you up to date on what we have accomplished in this time frame:

- Installed new 5K gallon hydro pneumatic tank (pressure tank)
- Installed new air pressure manifold with blow-off relief
- Installed new air compressor
- Abandoned 8 older supply wells
- Rehabbed/reformed all remaining wells including new well pumps and control panels
- Constructed/installed a new well (#16)
- Installed new wellfield manifold and Chlorine injection point
- Replaced all 3 high pressure service pumps
- Constructed/installed new high service manifold
- Installed mechanical check valves on all wells and high service pumps
- Repaired/upgraded 2" diaphragm pump
- Installed new Sensus radio read smart meters
- Repaired/Replaced Meter Boxes as needed
- Added 2 New 30K gallon Ground Storage Tanks
- Purchased 80kw Cummins/Onan generator with Auto Transfer Switch
- Installed SCADA system (remote electronic monitoring and controlling of plant equipment)
- Partially repaired chain link fence around plant
- Constructed 30ft x 30ft equipment shed
- Constructed 15ft x 35ft generator carport
- Demolish/Removed old 30K above ground storage tank (#1)
- Installed Emergency Bypass for High pressure tank
- Added clerical position for customer service
- Added after-hour answering service
- Constructed Company Website for Information Dissemination
- Added/Upgraded Equipment (Kubota Tractor/Backhoe, Lawn Mower, Utility Vehicle)
- Added RV as mobile office at wellfield

While this is not a fully comprehensive list and may not seem like much to the layperson's eye, we are proud of what we have accomplished to date given the financial, regulatory, engineering, and permitting requirements.

That said, we still have more to do before years' end to meet our goals. Projects in process or soon to be completed include:

- Install new Isolation Valves system-wide
- Connect 80kw generator and auto transfer switch
- Demolish/Remove 2<sup>nd</sup> above ground storage tank
- Construct 2nd 15ft x 35ft carport for equipment storage
- Construct/Install a new well (#18)

While most of these will be of no inconvenience to the customer, unfortunately the Isolation Valves will require a service interruption. We are bringing on additional crews and equipment with the hopes of only interrupting service for one day (9am – 4pm) but given the scope of the task, it may unfortunately take a second day to achieve completion.

Therefore, we are notifying customers of a possible service interruption on Monday and Tuesday, August 11 & 12, 2025 (9am – 4pm). We will be under a boil water advisory until at least Thursday, August 14, 2025. Signs will be placed at the entrances to the subdivisions and notices will be placed on our new website ([www.wildwoodwater.com](http://www.wildwoodwater.com)) as well as our Facebook Page, Wildwood Water Company.

As 2026 approaches and assuming we successfully complete the tasks at hand, we will continue to make improvements. We currently anticipate the following and will be adding more as necessary:

- Constructing in-house billing program
- Adding auto-messaging to our website so customers can sign up to receive notifications either by email, text, or phone call.
- Adding 2 full-time labor positions
- Install more Isolation Valves throughout the system

All of us at Wildwood Water Company as well as our supporting personnel thank you for your patience and look forward to the completion of these endeavors allowing us to provide better service to you, our customers.

Should you have questions, please contact our office at 904-829-3400 or you can reach us by email at [wildwood@wildwoodwater.com](mailto:wildwood@wildwoodwater.com).

Sincerely,

G. Gregory Mills, VP