

## Water Loss and Leak Detection Efforts

Dear Customers,

Recently, reports from B and B Water Project have shown that our water consumption rates do not match the amount of water that we purchase. Reports indicate that a large amount of water is being lost due to leaks in our distribution lines. As our system continues to age, occasional leaks are inevitable. The B and B lines have been in service for many years, and while we are committed to maintaining and repairing them, natural wear and tear over time can lead to breaks and water loss.

To best serve our customers, we are actively working to detect and repair these leaks in order to improve the overall reliability of our system. Leak detection involves testing water pressure in our lines by adjusting valves, shutting certain lines off, and manually adjusting booster pumps. When pressure in an area falls below 20 PSI during testing and repair, state regulations require us to issue a boil advisory. This is a **precautionary** measure- it does not mean the water is unsafe, but is put in place to prevent customers from consuming contaminants that could have possibly entered the system during times of low pressure and exposed pipes.

Throughout the summer, our crews have been working diligently to locate and fix as many leaks as possible before the winter months. These efforts help us maintain reliable service, reduce water waste, and keep costs down for our customers. Every repair makes a difference, and we truly appreciate your patience and understanding.

**Please note:** We purchase our water from the City of Bloomington. The ongoing rate case we previously communicated is **unrelated** to the current leak issues. Our current leak detection and repair efforts are specifically aimed at improving our system and avoiding additional rate increases that could result from unaccounted water loss.

We understand that these activities can be inconvenient, and we sincerely apologize for any disruptions. Thank you for your continued support as we work to improve your water service.

Sincerely,

B and B Water Project, Inc.