



September 18, 2009

Dear Raspberry Residents:

We'd like to update you on recent events with respect to your drinking water system.

The Raspberry Falls water system has always been and continues to be in compliance with all State and Federal drinking water standards. Loudoun Water, in consultation with the Virginia Department of Health, has strict protocols in place which assure that your drinking water is safe to drink. The health and safety of our customers is our number one priority. Please be assured we will notify you immediately should there be a risk to your safety and/or health due to the quality of your treated water.

As many of you are aware, a small committee of Raspberry residents have been speaking and meeting with us on your behalf over the past several months. Despite the data and facts we have presented, there still seems to be a lack of trust for the water quality and standards of treatment, and they are demanding either a higher level of treatment or an alternate supply of water.

Although there is no regulatory or health reason that requires alternate treatment or supply at Raspberry, we want to be responsive to the concerns your representatives have expressed on your behalf. We have done quite a bit of work in the last year to better understand the quality of the water provided by the current well, explore options to address any deficiencies, and further investigate and/or initiate design of the most appropriate options. We have also been in discussions with your developer regarding the expense of capital construction of any additional treatment or supply and they have expressed a willingness to assist financially.

As we move forward, we want to make sure everyone is aware that additional treatment for your water (either through a conventional system or membrane system) is costlier to operate than a well system, and would likely necessitate a rate increase. The Virginia Department of Health has stated additional treatment beyond that which is already provided is not needed. The decision to make these changes/investments now, for an "in case it happens" scenario in the future, is a difficult one. It's important enough for us to consider if it means we will allay significant widespread fear. We assure you that we continue to monitor your drinking water supply routinely.

Raspberry Letter
September 15, 2009
Page 2 of 2

Sometime this fall, we will host an informational meeting for your community to discuss the issues and the project, including a description of project alternatives, projections of cost impacts to you, and a schedule for completion. Look for that meeting invitation in the mail in the coming weeks. In the meantime, you can get up to speed on the conversations leading up to this project at www.loudounwater.org (click on Customer Service, then Community Systems, then Raspberry) or by contacting your community representatives.

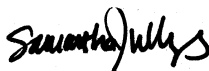
On another note, we are also investigating a prevalence of copper pipe leaks above the hot water heater in the Raspberry community. During the past few months, leaks have been reported to us for 50 or so homes. We have sent all the information and some pipe samples to Dr. Marc Edwards, a corrosion expert at Virginia Tech who is working with us on this investigation. The analysis is scheduled to be completed by the end of October, and will include recommendations. Because of the number of homes that have experienced leaks in their copper pipe, it would be prudent for everyone to keep an eye on this pipe, particularly at the transition fittings above your water heater.

Thank you for your attention, and we look forward to continuing to address any questions you may have about your drinking water. We will continue to keep you notified of any additional information, decisions, or events that occur. If we do not have your email address, please feel free to send it to Samantha Villegas at svillegas@loudounwater.org for inclusion in our monthly e-mail correspondence with Raspberry Falls residents.

Thank you,



Todd Danielson
Mgr. of Community Systems



Samantha Villegas
Mgr. of Communications



Beate Wright
Water Quality Mgr.

CC: Supervisor Sally Kurtz