



January 8, 2010

Dear Raspberry Falls Resident:

We are pleased to inform you of several planned upgrades for your water system that will commence this year, through cooperation and shared funding with the developer of Raspberry Falls, VMK Associates Joint Venture. The upgrades to your water system are as follows:

Water Quantity

This year, Loudoun Water will begin to upgrade the Raspberry Falls water system to meet our most current design standards, which were put into effect after the Raspberry Falls system was built. This entails upsizing the system's storage and pumping capacity. This improvement will not only improve water flow when demands are particularly high, it will also assure adequate fire flow and protection. Fire hydrants will be installed as a part of this upgrade.

Water Quality

Loudoun Water will also commence work to improve the consistency of your water quality. This work entails replacing your primary well with a new well to address fluctuations in the raw water quality; adding ultraviolet disinfection, which is a new standard we have created for systems located in the karst geology; and, adding orthophosphate to your water to prevent corrosion and pitting as reported to you in a letter we sent in December.

Schedule

The work on both quality and quantity upgrades will commence this month. All improvements will likely take a year or more to be completed. Many factors that are out of our control will affect how fast we can complete the projects such as: the permit processes, obtaining easements, and the weather. During construction of these new facilities, you may experience a disruption of service for a few hours at a time, and we will notify you in advance (using a door hanger) when some disruptions to service may occur.

Cost

All of the work outlined above is being paid for by funds from the Raspberry Falls developer and your repair and replacement fund. There will be slightly higher operating costs as a result of these changes, which will in turn impact your rates at some point in the future when we reassess them.

Once major portions of these upgrades are completed, we will notify you by letter and we will post this letter and any future letters to you, as well as maintain a running list of the questions and answers that come up, at the Raspberry Falls page of our website, <http://www.loudounwater.org/Residential-Customers/Community-Systems/Raspberry-Falls/>. If you have any questions about the projects above, you may direct them to me via email at tdanielson@loudounwater.org or to the manager of communications svillegas@loudounwater.org.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Danielson", written over a white background.

Todd Danielson
Manager of Community Systems

CC: County Supervisor Sally Kurtz