

THANK YOU - IT IS A PLEASURE TO SERVE YOU!

You can help us in our efforts to serve you by becoming familiar with and observing our collection procedures and regulations. We now serve over 20,800 taps representing a population of about 85,000 customers, which makes it economically impossible to personalize service as much as we would like.

DELINQUENT ACCOUNT POLICY

The Company will discontinue service to a service address whose account is delinquent after reasonable notice without incurring any liability therefore. An account will be considered delinquent at any time charges remain unpaid beyond the Due Date on the face of the Water Bill or Statement. Once an account becomes delinquent, partial payments will not be accepted, and the entire amount must be paid in full to avoid discontinuance of service.

Any property owned by a Stockholder/Owner and served by the Company whose account was in the name of a tenant prior to July 1, 2007 may continue this status until that account becomes delinquent and water service is discontinued for non-payment. At that time, the account will automatically be changed back into the name of the Stockholder/Owner and all subsequent water bills will be and shall remain the responsibility of the Stockholder/Owner.

To minimize delinquent accounts and reduce the financial burden of delinquencies upon the Company, accounts not paid before the scheduled turn off date and turned off will incur a \$50.00 service charge to cover the cost of the special service required. Repeat delinquencies will be subject to incremental increases in service charges as follows:

• First Delinquency	\$50.00	• Second Delinquency	\$75.00	• Third Delinquency	\$100.00
After the third delinquency, each delinquency will incur a service charge of \$100.00 and only cash or certified funds will be accepted.					

The service charge and entire bill must be paid in full before service is restored. Payments received between 7:00 a.m. and 4:00 p.m. Monday through Friday (except Holidays) will result in restoration of service the same day. Payments received after 4:00 p.m. Monday through Friday (except Holidays) will result in restoration of service the next working day. Service terminated for non-payment will not be restored outside normal business hours.

Settlement of an account with a check that does not clear the bank will result in a \$30.00 returned check charge. A returned check on a delinquent account will result in immediate discontinuance of service. The amount of the returned check, the \$30.00 returned check charge and any service charge must be paid in cash or certified funds before service is restored.

PAYMENT RESPONSIBILITY POLICY

Effective on and after July 1, 2007, water bills for water service will be mailed to the service address as shown on the Stock Certificate of the Stockholder/Owner unless the Company receives a written request from the Stockholder/Owner directing that the water bill be sent to an address of the Stockholder other than the service address served by the Company. Mailing of the water bill for water service to an address other than the Stockholder's address shall in no way relieve the Stockholder/Owner of unpaid water bills or other unpaid charges nor shall it affect the Company's power to enforce payment for any unpaid charges by discontinuing water service to the property at which the charges derived. Unpaid charges constitute a paramount lien in favor of the Company against the stock. Stock cannot be transferred until all charges are paid in full. After reasonable notice has been given, no water will be furnished to the service address against which any charge remains unpaid beyond the due date.

Upon receipt of a written request only from the Stockholder/Owner, the Company will accept account name changes for the purpose of billing the tenant(s) who shall receive and pay water bills only until the tenant(s) become delinquent and water service is discontinued for non-payment. At that time, arrangements for the payment of the unpaid water bills and any unpaid charges will be and remain the responsibility of the Stockholder/Owner pursuant to Article VII, Section 1.(f) of the Company's By-Laws. The Company will not accept verbal directions from the Stockholder/Owner and all subsequent water bills will be the responsibility of the Stockholder/Owner.

(Revised July 1, 2007)

ALSO TO SERVE YOU

- Confidential Statement & Return Envelopes ■ Convenient Burglar-Proof, 24-Hour Depository ■ 24-Hour Emergency Service ■ Qualified Personnel ■ Identified Meter Service Personnel
- Regular Meter Testing ■ Hourly Laboratory Purity Checks ■ Direct Payment Plan ■ Rate Schedule Furnished Upon Request ■ Comparable Suburban Water Rates and Adequate Water Supply

**IMPORTANT NOTICE
TO ALL CONSOLIDATED STOCKHOLDERS - USERS WATER RATE SCHEDULE**

The Denver Board of Water Commissioners (Denver Water Board) adopted water rates for 2011 including a 14.6% increase for all Master Meter Distributors effective with billings on and after March 3, 2011 despite several protests against this increase by The Consolidated Mutual Water Company (Consolidated) Board of Directors and Officers. Consolidated is a Master Meter Distributor of the Denver Water Board and will continually strive to keep its rates as low as possible despite rate increases adopted by the Denver Water Board.

The Company's water rates are set as low as good service will permit, but sufficient to pay for operation, maintenance, debt service, depreciation, insurance, taxes, and the development of reserves for capital improvements. Effective with all billings on and after February 1, 2011, the rate charged for all water delivered is \$4.30 per thousand gallons (previous rate was \$4.20) and all billings shall also include a bi-monthly fixed customer service charge which will remain unchanged based upon meter size in accordance with the following schedule (previous rates are shown in parentheses for making comparisons):

Meter Size	Bi-Monthly Customer Fixed Service Charge		Minimum Shares Required
	Current	(Previous)	
5/8" Displacement	\$31.50	(\$31.50)	5
3/4" Displacement	39.00	(39.00)	5
1" Displacement	54.00	(54.00)	10
1-1/2" Displacement	91.50	(91.50)	15
2" Compound	136.50	(136.50)	25
2" Turbine	166.50	(166.50)	30
3" Compound	256.50	(256.50)	50
3" Turbine	354.00	(354.00)	65
4" Compound	391.50	(391.50)	75
4" Turbine	954.00	(954.00)	180
6" Compound	766.50	(766.50)	145

No combination or aggregation of charges for service to a customer through two or more meters shall be made.

SHARE COST FOR NEW STOCKHOLDERS – USERS

The Board of Directors has established the selling price of capital stock to assure that much of the cost of new water resource development is passed on to the new customers creating the demand. Effective February 1, 2005, the stated selling price of capital stock is \$2,200 per share (previously \$1,800), or \$11,000 per five-share block (previously \$9,000).

Effective February 1, 2009, new taps on the Maple Grove Water Supply System will be assessed a Water Development Fee of \$1,800 per share (previously \$1,300), or \$9,000 per five-share block (previously \$6,500).

THIS BILL MAY ALSO BE PAID AT THE OFFICE 7:00 A.M. TO 4:00 P.M. MONDAY - FRIDAY
 The Consolidated Mutual Water Company – 12700 W. 27th Ave.
 Billing Questions or EMERGENCIES Call 303-238-0451 – www.cmwc.net