



Dear Customer:

Living Water Utilities (LWU) is writing to you to today to inform you of a new agreement designed to improve your wastewater management services. On September 1, 2025, Living Water Utilities (LWU), a water and wastewater utility company overseeing contracts for more than 100 sites in Alabama, took over the Tannehill Sewer System's treatment plant operations, billing and collection operations, as well as its sampling and lab testing processes.

LWU was hired by the Bankruptcy Trustee for ECO-Preservation Services, LLC, the operator of the Tannehill Sewer System. The agreement was approved on August 28th and is the result of bankruptcy proceedings in the U.S Bankruptcy Court, Northern District of Alabama concerning ECO-Preservation Services. It was approved by Judge D. Sims Crawford and is supported by the attorneys for the Bankruptcy Trustee, the City of Lake View, and the creditors who previously won a \$4.7 million judgement against Tannehill.

LWU is a water and wastewater treatment operations and service company founded in 2012 in Hoover, Alabama. We provide a broad range of services at more than 100 sites in the State of Alabama alone and are the largest NPDES permit holder in the state. Our services include treatment facility operation and maintenance, operation and maintenance of pump stations, water and wastewater laboratory testing, preparation of Municipal Water Pollution Prevention programs, permit renewals, and Alabama Department of Environmental Management (ADEM) coordination and correspondence. For more information, visit www.lwsutilities.com.

Based on the long history between ECO-Preservation Systems and many of its customers – including the \$4.7 million judgement made against ECO – LWU agreed to the contract only after being assured that ECO's owners will not be involved in LWU's operation of the system or its customer-related operations beyond the need for operational consistency, software and data transition, and historical knowledge.

Among the services to be provided under the agreement with LWU, LWU will:

- Become the certified operator of record for the East Tuscaloosa-West Jefferson Wastewater Treatment Plant
- Visit the facility on an established, documented schedule to ensure proper performance and permit compliance
- Conduct all operational adjustments to the plant
- Interact with the Trustee about any deficiencies to maintain plant performance

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- Institute a sampling process that uses industry best practices to test plant influent and effluent flows to track permit performance
- Conduct lab analyses utilizing approved methodologies and instrumentation
- Generate monthly reports detailing sampling results
- Communicate system performance to ADEM
- Perform all routine and responsive maintenance on all system equipment
- Provide 24/7 availability with on-call service personnel and equipment to assist with emergencies

LWU's goal is to provide a comprehensive, short-term solution and improve the quality of life of the customers in and around Lake View. LWU understands the deeply rooted issues within the community about how the system has been operated in the past. We are fully prepared to earn the trust of the community we will serve.

Over the coming weeks and months, in addition to the services listed, LWU will institute several utility best practices to improve the system's administrative processes, including customer service, billing, and collections, to make them fairer and more accessible to the customers. The current operators of the Tannehill Sewer System will not be involved in future administrative, billing, or collection decisions as long as LWU is involved.

Enclosed with this letter is a series of questions and answers we believe customers will be asking about this agreement. It is also our way of showing how public information will be improved moving forward, with customers being directly informed of LWU's work. LWU is currently creating a web portal and a smartphone app for customer information, and we will inform the public about key developments through their local officials, community leaders, news media, and social media platforms.

The initial agreement is for six months. However, along with signing off on the agreement, the judge approved options to potentially extend it long term. These options will be considered while LWU's six-month agreement is in effect, and LWU hopes to have the opportunity to serve the community well into the future.

For more information, please contact LWU's Bryan Pate at 205-584-7997 x101 or bryan@lwutilities.com or Tyler McKeller at 205-985-2113 or tyler@lwutilities.com.

LWU thanks you for your understanding and patience as the current situation is resolved and your system is improved for the future.

Sincerely,

Living Water Utilities, LLC