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UTILITIES CUSTOMER SERVICES DIVISION
PASCO COUNTY GOVERNMENT COMPLEX
7508 LITTLE ROAD
POST OFFICE BOX 2139
NEW PORT RICHEY, FL 34656-2139

Dear Pasco County Utilities Customer:

The Pasco County Board of County Commissioners has approved Pasco County Utilities to implement an *Automated Meter Reading System* (AMR). Pasco County Utilities serves over 95,000 customer accounts which represents an estimated population of 260,000. We provide services to almost all sections of the County's 677 square miles. During the months of July and August we will be implementing the AMR in the Long Leaf community as part of our commitment to use technology to meet evolving demands, improve operational efficiencies, and promote excellent customer service. County and contracted personnel (Match Point) will be replacing your meters at some point during this time period. We have provided information and schedules to your Homeowner Association representatives.

There will be no charge for the installation of the meters. If you have reclaimed water the flat fee for irrigation will remain in effect until all the AMRs are installed, which is targeted to be completed on October 1, 2009. At that point your reclaimed water bill will be based on your individual usage. Notices will be sent advising you of the new volumetric rate for reclaimed water. Therefore, the County recommends that you inspect your irrigation system for leaks and to ensure it is in proper working order. Your billing will continue on the same monthly schedule.

We would also like to remind you that, even though you will be billed based on your usage, you must still adhere to the twice per week irrigation schedule for reclaimed water and once per week for potable water. By following this irrigation schedule, you may actually see a decrease in your monthly reclaimed water bill after volume-based rates become effective. The irrigation schedule is printed on the reverse side of this letter or you can find it on Pasco County's web site at www.pascocountyfl.net.

We are looking forward to providing you with this new exciting technology, which will provide improved operational efficiency and improved customer service. If you have any questions, please contact your Homeowner Association representative, Pasco County Utilities Customer Service at 727-847-8131, or Pamela Wright, Reuse Coordinator, at (727) 847-8145.

Sincerely,

Bruce E. Kennedy, P.E.
Assistant County Administrator, Utilities

cc: Glenn Greer, Utilities Engineering Director
Pamela Wright, Reuse Coordinator
Susan Chase, Customer Affairs Manager