



September 24, 2020

Subject: Change of Management Announcement Letter

Dear Forest Glen Utility Customer,

We are pleased to announce new management for Forest Glen Utility (FGU) effective October 1, 2020. FGU has grown since Potranco Ranch subdivision was started and it is time to transition to a new management company that has a strong depth and breadth of experience in the management and operations of water and wastewater utilities.

BVRT Holding Company LLC will be providing the new management. BVRT is a water resources company headquartered in San Antonio that owns and operates several utility companies in central Texas. These utility companies provide new water-related infrastructure for real estate development. We are dedicated to providing excellent service and value while working with local communities and stakeholders to protect and conserve our precious water resources. BVRT treats, captures, reclaims, transports, and delivers water for the Central Texas region. BVRT provides support for entities endeavoring to plan, design, capitalize, build, and operate needed water and wastewater infrastructure to accommodate regional growth. BVRT's management team collectively has hundreds of years experience in the water services industry and decades of experience working together.

While the management of FGU is changing, your rates are ***not*** changing. Your billing and payment policies and procedures through Yancey Water company will remain the same. We understand that anytime there is change, customers are skeptical. We are confident that as we demonstrate and provide excellent service and value we will earn your trust just as we have at our other locations.

Please make note of the new phone number you will use to contact Forest Glen Utility with any questions or concerns.

(210) 968-0776

We value you as our client and we are thankful for your business. You can visit us at our website <http://www.bvrtwater.com>.

Sincerely,

Mia Natalino  
General Manager