

BILMA PUBLIC UTILITY DISTRICT

June, 2010

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ATTENTION: Bilma Public Utility District Residents

Bilma Public Utility District ("Bilma") recommends you follow the steps listed below should you experience discolored water, taste and/or odor problems with the water in your home.

1. First, follow the steps below to clear the waterlines in your home:
 - a. Start by flushing the cold waterlines in your home. Two-story homeowners should flush the upstairs faucets first. Single-story homeowners should start with the faucet located farthest from the street. One faucet at a time, turn on the cold water and allow your faucets to run until the water quality improves (no more than 10 minutes each).
 - b. Once the water quality in your cold water system has improved, repeat step a. above, but use only the hot water faucet to flush the hot waterlines in your home. Please note you may need to let your hot water faucets run longer to be sure your water heater is flushed.
 - c. You should also remove and clean the aerator screens on all of your sink faucets after you flush your water system to remove any deposits/sediment that may have accumulated.
 - d. Remember to also flush your refrigerator's waterline and outside hose bibs.
 - e. We would recommend that you flush those seldom used parts of your home water system, such as a guest bathroom, on a regular basis or at least monthly.
2. If you continue to notice a water quality issue after utilizing these flushing procedures, please contact Bilma's operating company, Hays Utility South Corporation, at 281/353-9809, which phone line is answered 24 hours a day, to let them know you have completed the steps outlined above, and that you are still experiencing a water quality issue. A Hays Utility South Corporation field representative will contact you regarding your water quality issue, and will make an appointment to come to your home either that day or the next business day to further investigate/identify the possible causes of the problem.

Thank you,

Bilma Board of Directors

Telephone
(281) 353-9809

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