



September 5, 2019

Name  
Address 1  
City state zip

Dear Name,

As you know EJ Water has been a partner to the Village of Alvin since the summer of 2018. Throughout this year, we have been working diligently to provide you with quality service. Simultaneously, EJ Water has been greatly increasing contract service partnerships with other communities. Due to the increase in demand for these services, Cooperative Advantage was launched as an EJ Water subsidiary to focus solely on these partnerships. Some of the ways we partner with communities include billing, accounting, responsible water operators in charge, among others. Cooperative Advantage focuses on helping communities become sustainable by partnering and helping them to create resiliency and sustainability.

Cooperative Advantage and the Alvin Board will now be implementing and enforcing industry standard practices and procedures. Please see below all the changes that will go into effect September 1st:

- **Payments: Checks should be made payable to Cooperative Advantage.**
- **Communication:** Any communication issued will be from Cooperative Advantage, not EJ Water.
- **Owner Transfers:** Call the office at 217-925-5566 to request a transfer contract. The fee is a non-refundable \$50.00.
- **Renters:** A renter's contract and \$150 fee will be required. This contract will need to be signed by both the owner and the renter. Out of the \$150 fee, \$100 will be returned once the renter moves out minus any final charges left on the account. Call the office at 217-925-5566 to request a renter contract.
- **Monthly Minimums:** There will be monthly minimum charge to the owners on any active meter whether the property is occupied or vacant.
- **Leak adjustments:** You will be allowed a one-time leak adjustment. Once you take a leak adjustment, it is no longer available if you have another leak.

If you have further questions or concerns, feel free to call our office at 217-925-5566.

Respectfully,

Cooperative Advantage