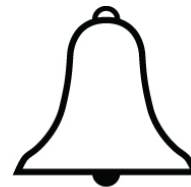


BOARD OF DIRECTORS

CHARLES T. GIBSON
SAUNDRA F. JACOBS
JUSTIN McCUSKER
BETTY H. OLSON, PH.D
FRANK URY

DANIEL R. FERONS
GENERAL MANAGER



Santa Margarita Water District

November 2, 2021

Dear Lyra Way Residents:

I am writing to address the recent events in your neighborhood and express my sincere apology for the lack of advance information in the past few months.

On Saturday October 30, SMWD crews responded to an emergency pipeline break at the South Ranch Lift Station located at the end of your street. We appreciate your patience as crews worked quickly to find the leak and install a temporary fix.

Crews will begin the permanent pipeline repair this Friday, November 5. This repair requires a temporary bypass pipeline; roughly 150 feet long. It will be laid behind homes located on the west side of Lyra Way. There will be an increase in construction traffic and trucks on your street over the next five days, including the weekend. Crews will work from 7 AM to 5 PM.

While the pipeline break was not caused by the recent construction, it is a good example of why this facility is being upgraded. Several months ago, we began the process of upgrading the lift station. We regret that we failed to provide the project timeline and impacts in advance of the activity. We can and will do better in the future.

Beginning next week crews will refocus on the upgrades that were previously underway. There will be intermittent construction traffic in the area through January of 2022. They will work Monday through Friday from 7 AM to 3:30 PM. There will be no work on major holidays.

By way of background, a lift station is a critical part of our infrastructure that moves wastewater between elevations throughout our hilly south OC topography. Inside the building are two pumps each standing two-stories high that provide the energy to push the wastewater into a highly pressurized pipeline called a force main that then carries the wastewater to the treatment plant located in Rancho Mission Viejo. This particular lift station was built in 1998 and it remains off-line temporarily while undergoing our \$1.6 million upgrade which includes new pumps and a surge tank. It is all part of the District's overall Capital Replacement Program.

I appreciate your patience while our crews work safely and efficiently to upgrade this critical infrastructure. Please contact our Customer Care team at (949) 459-6420 or CustomerCare@smwd.com with any questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read "Daniel R. Ferons". The signature is fluid and cursive, with a long horizontal stroke at the end.

Daniel R. Ferons
General Manager