



March 8, 2013

Dear Falcon Hills Resident:

PBHMD Address Change: The payment drop box at the old address will soon be removed. Fortunately, most customers have already found the new payment drop box in front of the District Office at 9830 Liberty Grove Drive in Falcon Hills. However, if you use an online bill-pay service to pay your bill each month, please update PBHMD's address to ensure timely delivery of the paper "e-check", since we are not set up to receive electronic payments. Or better yet, sign up for our automatic payment program. It's a great way to eliminate late fees – your monthly balance is simply debited from your bank account toward the end of each month. A signup form for this no-fee program can be downloaded from our website (www.pbhmd.com) or you can contact the office for a copy. Our website also has a link for those who wish to pay by credit card, although the third-party processor charges a convenience fee for this option.

Operations Update: We're making progress! The Board recently authorized work on two (2) of the District's deep groundwater wells. After a suspected downhole pump/motor failure last September, Well #8 has been restored and is back online at a much lower cost than what we expected. Well #6 has now been re-equipped, after its downhole pump/motor failed in mid-2008. Staff will be putting this well back online after its controls are fully programmed and its water appropriately tested. Repairs have been completed on the interior coating of the 0.5 Mgal water storage tank. The Board plans to approve a costly (~\$150,000), but necessary, recoating project inside the 1.0 Mgal water storage tank before summer arrives. Stay tuned for further updates!

Customer Contact/Meter Data Card: Thanks to those of you who have returned your '2013 Customer Contact/Meter Data' card! If we haven't received one from you, another one is included with this month's bill. Please take a few moments to complete and return it to us ASAP so that we needn't bother you again! This information helps us keep our database current, which is especially important should we need to contact you with a billing or service-related problem. If you have questions about the card, please don't hesitate to contact Theresa at (719) 322-1117. Thanks for your help!

PBHMD Board Meeting: This month's regular meeting of the PBHMD Board will be held on Thursday, March 21, 2013 at 7:00 p.m. at the District Office. You can check the District's website for the latest information on meetings, including any cancellations or postponements. During 2013 the Board's regularly scheduled monthly meetings will continue to be on the 3rd Thursday of the month. The public is welcome to attend and participate in any and all meetings of the Board.

Finally, your questions and/or comments are always welcome. Feel free to leave us a message by calling the District office at (719) 495-8188. If you wish to contact me directly, please call me on my cell phone at (719) 351-7438 or send an email to pbhmd@pbhmd.com. I hope that your Spring has a fabulous start!

Sincerely yours,

Ellen Robley, District Administrator
Paint Brush Hills Metropolitan District