



April 29, 2019

The City of Missoula is very pleased to have received the Phantom Hills Water Company from The Washington Companies. We welcome our new water customers and hope to forge a strong and beneficial relationship with all of you.

You likely have questions about the transition and how future operations under public ownership will work. Here is some information to start:

- The Phantom Hills water system will operate with the expertise of the staff at Missoula Water, who have decades of experience and almost two years of work as a publicly owned utility as part of the City of Missoula. They offer 24-hour service seven days a week.
- You can expect your water rates to go down by about 40 percent. Your rates will be in keeping with Missoula Water rates. (See enclosed chart.)
- Missoula Water brings an excellent fire-protection rating. (ISO rating set by the Insurance Services Office.) It's likely that you will be able to save money on fire-protection insurance premiums.
- New water meters are coming during the next year, at no cost to the customers. They'll bring new technology that allows customers to review their usage and charges online.
- Association with the City's water system will bring additional redundancies to the system, ensuring continuous fire protection and water supply.
- City water professionals have done their due diligence review on the Phantom Hills system and found the system is in good condition.

The City of Missoula will hold a meeting for Phantom Hills water system customers in May. Dennis Bowman, the City's Deputy Public Works Director for Utilities, and members of his staff will be on hand to answer questions. You'll receive notification about the time and place of the meeting. Dennis is available for questions at 552-6741 and [dbowman@ci.missoula.mt.us](mailto:dbowman@ci.missoula.mt.us).