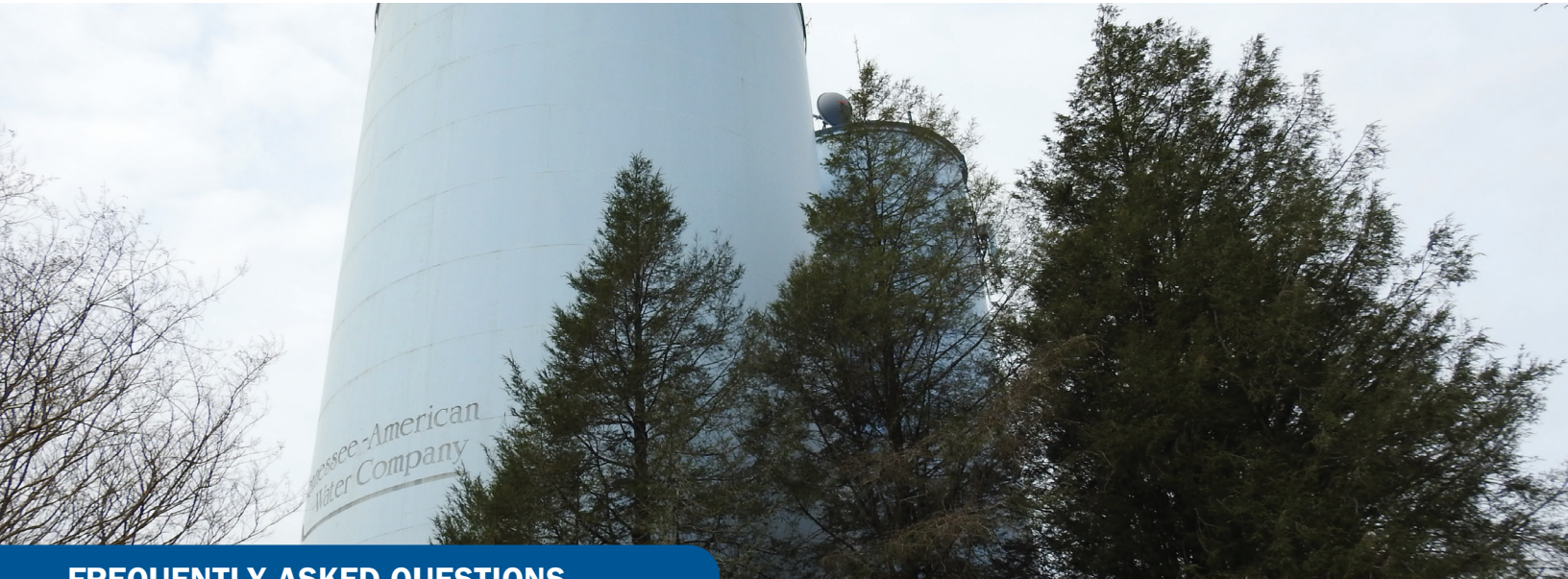


LOOKOUT MOUNTAIN WATER TANKS REHABILITATION



FREQUENTLY ASKED QUESTIONS

We are performing tank rehabilitation this year on the Lookout Mountain water tanks. These tanks are part of the distribution center that provides high-quality water to Lookout Mountain customers in both Georgia and Tennessee.

Q I'VE NOTICED A LOT OF ACTIVITY AND ROAD DETOURS AROUND THE WATER TANKS ON LOOKOUT MOUNTAIN. WHAT IS HAPPENING?

A We are performing tank rehabilitation this year on the Lookout Mountain tanks.

Q WHAT IS TANK REHABILITATION?

A This work consists of temporarily relocating communication equipment like those used by emergency responders, sandblasting the tanks, performing structural repairs if needed and then painting.

Q WILL MY WATER SERVICE BE DISRUPTED?

A Our qualified contractor will perform work one tank at a time in order to keep a tank in service and help prevent disruption of service.

Q HOW LONG WILL THIS TAKE?

A The project will begin around mid-March and continue through the end of the year, with final closeout work, like site cleanup, into early 2024.

Q WHAT HAPPENS TO THE WATER IN THE TANK?

A Prior to the work, the majority of the water will be distributed as normal.

Q WILL THERE BE ANY NOISE?

A During the sandblasting phase, which will take approximately four to six weeks per tank and will be performed between 8 a.m. and 6 p.m., there will be noise. We appreciate your patience during this time.

Q DOES SANDBLASTING CAUSE MESSY DEBRIS?

A We use containment, like a big canvas tent (tarp), around the tank to contain and reduce debris.

Q WHY DO YOU NEED TO REHABILITATE THE WATER TANKS?

A Like taking good care of a home, regular upkeep of our water tanks is necessary to efficiently manage the water system assets and keep costs down. It also helps to continue the delivery of safe, clean, reliable water.

Q HOW DO I KNOW THE WATER IS SAFE TO DRINK AFTER THE TANK REHABILITATION IS COMPLETED?

A We disinfect the tank following the Tennessee Department of Environment & Conservation standard process and perform tests before it is put back into service.