



November 8, 2010

Dear Customer:

NEORS and Cleveland Water Division recognize that you, as a Summer Sprinkling Program customer, may not have received your discount for the 2010 summer season. We have corrected the problem for a number of customers, but we will not be satisfied until all customers enrolled in the Summer Sprinkling Program (which NEORS implemented in 1993) receive the proper discount.

Currently, NEORS is evaluating every Summer Sprinkling account to determine if the proper discount was applied and whether an adjustment is warranted. **If we discover that a bill was calculated incorrectly, a correction will be made and an adjustment will be posted to your account. All Summer Sprinkling discount adjustments should post to your account within the next two billing cycles.**

In the meantime, if you would like to speak with a NEORS customer service representative, please call us at **216.881.8247**.

We take customer service very seriously. We understand the inconvenience this problem has caused, and we apologize for any confusion.

Sincerely,

A handwritten signature in black ink, appearing to read "Julius Ciaccia".

Julius Ciaccia
Executive Director