



12/4/2017

Dear HCMUD132,

I am excited to let you know that as of today, Severn Trent North America has a new name -- INFRAMARK. This name better reflects not only who we are, but also where we're going as we take the next step in our 40-year growth journey in the U.S.

Our new name is a strong statement of what we do. INFRAMARK is a direct reflection of our focus on the core operation of our nation's water infrastructure, as well as the complementary critical support services to community infrastructure. It's also a reminder of how we do it. It underscores our commitment to setting the "mark" and being the standard that all others follow when it comes to the deep partnerships we have with you, our clients. We are more committed than ever to helping you succeed.

While nothing changes operationally, the strategic planning process has given us chance to re-think how we talk about our service offerings. Under the INFRAMARK name, we are organized into two broad business lines. Our **Water Infrastructure Operations** group delivers the critical water and wastewater O&M services that are so important to our municipal, municipal utility districts (MUDs) and industrial client partners. Our **Infrastructure Management Services** group delivers the financial, administrative, and specialized support services that help make communities, associations, municipalities, and special districts stronger.

As INFRAMARK, we also have an opportunity to clarify our purpose and what we want the impact of our work to be on our clients and, ultimately, our planet. That's why we are moving forward, bound by a single mission: **to be the partner and protector of the most critical resource that helps communities prosper**. It's an important mission. One we embrace. One that we are committed to delivering on -- together.

At the heart of our mission and everything we do are three powerful principles that represent our promise -- **Alignment, Accessibility** and **Accountability**. These principles also define our values and our culture. They've always been there, but now we're formalizing them to help guide our actions and our interactions, driving deeper relationships with those most important to us -- including you.

Beginning immediately, you will see the INFRAMARK name and logo on all company materials, signage and communications. We encourage you to visit our new website www.inframark.com and get a deeper look into our new company and our new brand.

Today is only the beginning. As INFRAMARK, we are in a stronger position than ever and we are ready for an exciting future. I understand that you may have additional questions, and we have asked all of our regional and local staff to make themselves available to discuss this exciting transition in more detail.

Thank you for putting your trust in us. We look forward to our continued partnership with you in the years to come.

Sincerely,

Stephane Bouvier
CEO – INFRAMARK LLC