



February, 2009

Subject: Discontinuation of Seasonal Disconnect Program

Effective April 1, 2009, Piedmont Water Company is discontinuing its Seasonal Disconnect Program due to the disruptions this program creates in the company's field and office operations.

All accounts currently under a Seasonal Disconnect will remain locked until such time the account holder requests a reconnect.

In the future, customers wishing to shut-off the water to their home due to a prolonged absence may utilize the shut-off valve at the meter. Please see our Shut-Off Valve policy for further information.

For further information, please contact Customer Service at 800-248-7689.