



February, 2016

Dear Mountain Water Customer,

Mountain Water has proudly served customers in Missoula for over 35 years and would like to thank you for being a valued customer.

In September 2014, Liberty Utilities Co. announced plans to acquire Mountain Water as part of a larger purchase of Western Water Holdings, the grandparent of Mountain Water. Since this announcement, both companies have worked together to ensure a smooth transition, and the purchase was finalized on January 8, 2016.

We're pleased to inform you that Mountain Water and its local employees will continue to provide quality tap water, irrigation and fire protection to the residents of Missoula. In addition, our office location, mailing address, and phone numbers will all remain the same. Your account number and customer number on your bill will also remain the same. We look forward to providing you with continued customer service in a seamless manner. If you any have questions about your service, you may reach us at 721-5570.

Liberty Utilities is an experienced, U.S.-based utility company that provides water, wastewater, natural gas and electric distribution services to more than 560,000 customers across eleven states. Currently, Liberty provides clean, reliable water service to 33 communities in 5 states. In those communities and beyond, Liberty is recognized for strong customer satisfaction, dependable service, and unwavering dedication to safety.

Liberty Utilities is committed to local decision-making and priority setting, as well as long-term investment in the Missoula water system. Operational decisions about resource conservation, infrastructure improvement, customer care and more will be local decisions, made by the same managers and employees who have served Missoula well for many years. Liberty and Mountain Water share the same ultimate goal: to provide you with a positive customer and community experience through the delivery of reliable, safe, affordable water. You can be assured that the local people who serve you today will continue to serve you in the future.

Liberty Utilities is excited about the opportunity to expand water service to customers in Montana, and we all look forward to serving you for decades to come.

Sincerely,

John A. Kappes  
President  
Mountain Water Company  
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