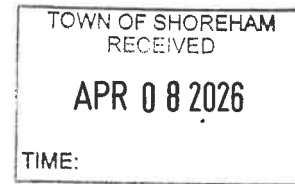


March 24, 2026



Dear Customer,

We are writing to provide an update regarding planned water system improvement projects. As previously communicated, it was our intention to complete the refurbishment of our third water filter by the start of spring. Unfortunately, construction could not begin as anticipated due to delays in the manufacturing and delivery of critical project components. These unforeseen supply issues have impacted the project timeline beyond our control.

Tri-Town's water plant runs with three filters. During the winter months, water demand is lower which would have allowed us to take the third filter off-line to complete the refurbishment. It was imperative that the project be completed during this low demand timeframe and putting the third filter back in service by the start of spring when we begin the uptick in water usage. It is not possible for us to complete this project in the summer when water demand is high and all three filters work at capacity.

As a result, the project has been rescheduled for the fall when water demand is lower. This timing will allow us to complete the work more efficiently while minimizing potential impacts to service. In addition, it has allowed us to include the scope of the third filter refurbishment work with other planned projects.

On Monday, April 13 at 6 PM at the Masonic Hall in Bridport, Tri-Town Water will be holding a Special Meeting to discuss upcoming projects, which include the third filter refurbishment as well as the build out of a fourth filter ahead of a formal bond vote on Tuesday April 14<sup>th</sup>. We encourage all to attend this meeting and hear first hand the projects planned to improve plant operations and water quality.

Tri-Town Water takes pride in being a rural municipal water system for over sixty years. We are investing in our plant and water distribution system for the benefit of current water quality needs, as well as anticipated future demands. If you have any questions, please call us at 802-758-2202.

Thank you for your understanding and for being our valued customer.

Sincerely,

Darwin Pratt, Chairman

Tri-Town Water Board of Commissioners