



Date: January 2011

To: All Buffalo Water Board Customers

The Buffalo Water Board, together with Veolia Water North America, the professional manager of the Buffalo water system, is pleased to announce that Dominion Products and Services, Inc. (Dominion) will make available a water service line repair and replacement program for residents of the City of Buffalo. Enclosed is information provided by Dominion that explains the program coverage and cost.

You are under no obligation to participate in this program. However, in order to help our water customers understand their responsibility for the repair and maintenance of their service line, and to help them make an informed decision, we have prepared a table of questions and answers on the reverse side of this letter that may be helpful to you.

If you decide to participate in this or any program, you should read and understand the terms and conditions of any policy. Dominion has representatives available to answer your questions and can provide you with additional information. Please be aware that your water service line is your responsibility, and the cost to repair or replace your service line can be very expensive. Please consider this program for the protection of your property. If you choose to participate you must make direct arrangements with the service provider, not the Buffalo Water Board or Veolia, in accordance with the enclosed. For further information please contact the Mayor's 3-1-1 Call & Resolution Center.

A handwritten signature in black ink, appearing to read "Oluwole A. McFoy".

Oluwole A. McFoy  
Chairman of the Buffalo Water Board

A handwritten signature in black ink, appearing to read "Timothy Cupo".

Timothy Cupo  
Project Manager, Buffalo  
Veolia Water North America