

Dear Crestview Shareholders,

On behalf of our team, I want to extend my heartfelt sympathy to everyone affected by the recent Mountain Fire. Our thoughts are especially with those who have experienced loss or displacement. Many of you experienced extreme distress during this challenging time, and we want to express our support for the entire Crestview community.

The demands placed on all of the local water systems by firefighters were extraordinary. For Crestview, these demands included, at the height of the emergency, drawing over 20,000 gallons per minute from our reservoirs—ten times our drinking water service capacity. To allow for continuous firefighting, we brought in two emergency generators and switched to Calleguas-provided water. As many of us heard at the Camarillo Mountain Fire Town Hall, overwhelming demand on water systems during wildfires is not uncommon; firefighters are aware of this and bring their own supplemental water to the extent that their mobile tankers allow.

While you were evacuated, we posted a “Do Not Drink” notice on our website and put up signs, knowing that some people either didn’t leave or returned early. This followed standard operating procedure in wildfire situations, which is to assume the drinking water may become unsafe and then go through the proper steps to prove it is safe. With help from our partners at Calleguas, we were able to test and confirm the safety of our water in record time. Calleguas provided ten additional water technicians to support our two Crestview water operators and used their laboratory to get our tests results back on a holiday.

Our employees and extended team worked in the evacuation zone with fires still burning around them. During this time, they repaired our infrastructure that was damaged by the fire, including shutting off fire-caused water leaks from homes that had been destroyed, which was critical since these leaks impacted and reduced our water pressure. I want to personally thank every member of our team for their heroic efforts, as well as those outside the fire zone who helped coordinate so many other important efforts.

We emerged from the Mountain Fire with less damage to our water system than we and you may have anticipated, given the extensive loss of homes. We are not aware of any physical injuries to staff or to you. This emergency will nonetheless serve as a guide to ways we can improve. Please know that we are committed to using every lesson to make Crestview even better.

Please join us at our next board meeting on Tuesday, November 26, 2024, at 5:30 pm at the Camarillo Hampton Inn, to hear the latest updates. If you have any questions, please email us at office@crestviewwater.org and we will respond within two business days.

Sincerely,

Dave Stephenson

President, Crestview Mutual Water Company Board of Directors

Date of Notice: November 18, 2024