

Notice to Falling Waters Owners
Regarding Loss of Water Due to Pool Leak
November 30, 2018

The leak in our pool has become progressively worse. Our water bill had increased from August to October from roughly \$2,000 per month to \$12,000 per month. Yesterday I received notice from Collier County Utilities that our bill would be close to \$25,000 for the month of November. Clearly, the community cannot sustain such an on-going expenditure.

The reason for this increase in cost is because our pool manager needs to constantly continue to feed fresh water into the pool to maintain appropriate water levels.

Since receiving the October water bill, I have been repeatedly attempting to have the company who conducted our previous leak testing at the pool, return and determine the location of the leak and to fix it, if possible. They have been promising me they will be on-site for the past two weeks. But due to their schedule and the Thanksgiving holiday, they have not been able to schedule.

Yesterday, after receiving the Collier County notice, I contacted Velocity Engineering and Compass Construction, our pool renovation general contractor. They immediately responded and contacted Artesian Pool construction. Artesian is the company who will be doing the pool renovation. Artesian has committed to having a testing company on site on Tuesday to conduct the necessary additional tests.

I have notified the Board that I will call a special emergency meeting next week as soon as the testing is done, and the Board is in a position to make an informed decision with regard to the likelihood of a leak repair.

No decision, one way or the other, has been made by the Board with regard to the pool as of today. I will post notice of when the Board meeting is to be held, and I will follow up with an email and posting of the Board's decision after it is made.

Rumors

The usual suspects have been busy spreading rumors and false information throughout the community in order create distress, confusion and apprehension among the owners. This is an opportunity for them to assert their self-importance. The latest false story is that the loss of water and the excessive water bill are due to our current pool management company having left the water on which caused the pool to overflow four times.

Facts

The reason the water is left on at the pool is that the leak has become so severe that the pool level dropped approximately three inches in four hours on Friday. The pool overflowed once during the first week in October due to some unknown person tampering with the water valve. The pool manager recommended and I agreed that the

valve handle be removed and placed in the equipment room under lock and key. To my knowledge and that of the pool manager the water has not overflowed since. The Board was notified in an email from me on October 5th of the tampering of the valve and the water overflow. The water loss from that overflow was charged to the October bill, not to our latest November bill. The reason for the increased water loss is because the leak is getting worse and our pool manager needs to continue to feed fresh water to the pool to maintain appropriate water levels.

Please be aware that this multiple-overflows rumor is being spread by the anonymous email writers and others. And it is being spread by the same people who claimed that the project manager would receive 25% of the construction costs; that the Board was going to spend \$300,000 on pond beautification; that the Master was not responsible for the surface water management system; that we should not include the sand filtration system in the renovation plan design because they knew better than the engineers; and on and on and on.

Please attend the emergency Board meeting, and please wait to learn the facts. And please tell the rumor mongers to take a hike. They are not helping with our problem, and they are not doing anybody any good. We need to focus on the problem.

Carol

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