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November 8, 2020

Dear System,

ORWA system memberships help sustain important training, technical assistance, legislative programs and many other programs that benefit system members. Programs include our Apprenticeship Program, Leak Detection Program, Source Water Protection Plans, ORDFC short term loan program, ORWA's Assurance Group, Worker's Compensation and more.

Each year, ORWA makes more than 4,200 on-site technical assistance visits to small water and wastewater systems. The visits assist with a wide array of distribution, treatment and other important system needs, as well as improving system operations, growing revenues, lowering expenses and losses and enhancing system compliance. Your continued support has helped system directors to receive OWRB approved board member training and operators and managers to receive the ODEQ approved certification or renewal training hours for license requirements.

Last year, the Oklahoma Rural Water Enrichment Foundation awarded 25 scholarships to deserving and qualified students throughout the rural areas of Oklahoma. ODEQ recently granted ORWA the opportunity to revitalize and administer the SoonerWARN Program, which you can sign up for at SoonerWARN.org. We continue to grow our efforts to reach out to our rural water and wastewater members to assist in developing and implementing a plan for your system's success. Your support helps build a stronger, more effective association to serve you and represent your views on important legislative issues. Please review the enclosed list of services provided by ORWA.

In the next decade, the water and wastewater industry stands to lose approximately 30-50% of the workforce to retirement. Due to the aging workforce and continually changing technology within the industry, ORWA has established a registered Apprenticeship Program. It is our goal to provide a consistent level of training, knowledge, and skills to potential employees coming into the water & wastewater industry. Through the program, we will also educate the younger generations on the importance of the industry, in order to create a sustainable workforce for water and wastewater systems throughout Oklahoma. If you would like to contribute to the Apprenticeship program, please indicate the amount on the enclosed membership form. Thank you for your support.

We continue to implement our long range plan that will facilitate sustainability for our member systems. We are working closely with ODEQ, OWRB and other agencies that are supportive of our program.

To renew your membership with ORWA, please complete the enclosed membership form and return it with your check today or visit our website at orwa.org to download the 2021 membership form. If you should have any questions about ORWA, or if you wish to inquire about any of our programs, please call the office at 1-800-375-6792. Don't forget to follow us on Facebook at www.facebook.com/ORWAOK.

Even if you elect not to join as a member, we would ask that you provide the requested information on the application form. We would like to update our mailing list with correct names, addresses and email address for legislative alerts and our quarterly publication, *The Advocate*.

We appreciate the opportunity to serve you and look forward to working with you in the coming year. Thank you in advance for your support.

Sincerely,

A handwritten signature in black ink that reads "James Gammill".

James Gammill, CEO

JG/sj

Enclosures