

## Note To the Citizens of Mason Regarding Water and Wastewater

To the citizens of Mason,

The citizens of Mason signed a contract with Alliance Water Resource to take care of our water and wastewater system starting October 16, 2023, for four years. Since then, Alliance has provided the citizens of Mason with good quality water and water pressure. I know there are some areas that may at times have experienced some problems, but we have been working hard to fix them. We have come a long way from where we started.

Since I became mayor, the State of Tennessee has supported the city with grant money to improve our water system. The grant totals \$3.5 million dollars. All the work is supposed to be completed by 2026. The citizens will be able to see some difference within the coming months.

Alliance decision to cancel the contract with the city was for numerous reasons. The main reason being work with some of the members of the Board of Alderman. The constant fighting against the mayor and the numerous complaints about their services was unbearable.

I just want to let the public know:

1. Mason will provide the citizens with good quality water and wastewater service even after the departure of Alliance.
2. I am working hard to try and make a deal with another company, and I hope we can come to an agreement soon. But until then the town will still provide good quality water.

Best Regards,



Eddie Noeman, Mayor

08/28/24

July 5, 2024

Mayor Eddie Noeman  
The Town of Mason  
Mason, TN 38049

**Re: Professional Operating Services Agreement (19 September 2023)**

Dear Mayor Eddie,

Please accept this letter as the official notice that Alliance Water Resources, Inc. (AWR) will be terminating the referenced service agreement, effective at 4:00 PM on September 6, 2024.

**Reasons for Termination:**

**Current Relationship Between the Mayor, Council, and State Regulatory Agencies:**

- **Staffing Challenges:** The present work environment has rendered staffing extremely difficult. The lack of consistent guidance and support from the Town in various areas has exacerbated operational challenges and costs. As one example, radio read meters were to be installed by the end of Q1 2024. This has not been completed, resulting in expenses that are higher than budgeted.
- **Hostile Environment:** The current tenor of the Town Council meetings creates a hostile environment for AWR employees. This atmosphere makes it extremely challenging to hire and retain staff.