



Living Water Utilities to Operate Tannehill Sewer System Frequently Asked Questions

Living Water Utilities (LWU), a water and wastewater utility company overseeing contracts for more than 100 sites in the State of Alabama, was hired by the Bankruptcy Trustee for ECO-Preservation Services, LLC, to take over the Tannehill Sewer System's operations, billing and collection operations, and its sampling and lab testing processes, effective September 1, 2025.

The following are some frequently asked questions and answers about the agreement and how LWU will serve the City of Lake View and its surrounding areas.

Who is Living Water Utilities and why were they hired to operate the Tannehill Sewer System?

Living Water Utilities is a water and wastewater treatment operations and service company founded in 2012 in Hoover, Alabama. It was hired by the Bankruptcy Trustee for ECO-Preservation Services, LLC because it provides a broad range of services at more than 100 sites in Alabama and is the largest NPDES permit holder in the state, with 40 permits in their name.

Their services include treatment facility operation and maintenance, operation and maintenance of pump stations, water and wastewater laboratory testing, preparation of Municipal Water Pollution Prevention programs, permit renewals, and Alabama Department of Environmental Management (ADEM) coordination and correspondence.

Did the agreement with LWU have the support of the community?

The agreement with Living Water Utilities is the result of bankruptcy proceedings in the U.S Bankruptcy Court, Northern District of Alabama concerning ECO-Preservation Services. It was approved by Judge D. Sims Crawford on August 28, 2025, and is supported by the attorneys for the Bankruptcy Trustee, the City of Lake View, and the creditors who previously won a \$4.7 million judgement against Tannehill.

Will the owners of ECO-Preservation Services have any involvement with the operation of the sewer system?

Based on the long history between ECO-Preservation Systems and many of its customers – including the \$4.7 million judgement made against ECO – Living Water Utilities only agreed to the contract after being assured that ECO's owners will not be involved in LWU's operation of the system or its customer-related operations beyond the need for operational consistency, software and data transition, and historical knowledge.

The owners of ECO-Preservation Services and the past operators of the Tannehill Sewer System will not be involved in future administrative, billing, or collection decisions as long as LWU is involved.

What are the services Living Water Utilities will provide?

Living Water Utilities will:

- Become the certified operator of record for the East Tuscaloosa-West Jefferson Wastewater Treatment Plant
- Visit the facility on an established, documented schedule to ensure proper performance and permit compliance
- Conduct all operational adjustments to the plant
- Interact with the Trustee about any deficiencies to maintain plant performance
- Institute a sampling process that uses industry best practices to test plant influent and effluent flows to track permit performance
- Conduct lab analyses utilizing approved methodologies and instrumentation
- Generate monthly reports detailing sampling results
- Communicate system performance to ADEM
- Perform all routine and responsive maintenance on all system equipment including the collection system
- Provide 24/7 availability with on-call service personnel and equipment to assist with emergency responses
- Bill and collect for sewer services
- Handle customer service and customer interactions

How long is the agreement with Living Water Utilities?

The agreement with Living Water Utilities is for six months. Along with signing off on the agreement, the judge approved options to potentially extend it long term. These options will be considered while LWU's six-month agreement is in effect, and LWU hopes to have the opportunity to serve the community well into the future.

How is Living Water Utilities going to involve the community?

Over the coming months, in addition to the services listed, Living Water Utilities will institute several utility best practices to improve the system's administrative processes, including customer service, billing, and collections, to make them fairer and more accessible to the customers. Online, recurring, and ACH payments will be available in the near future as well as live customer service interactions via telephone or in person.

Public information will also be increased, with customers being directly informed of this agreement and what it means for their accounts moving forward. LWU is currently creating a web portal and a smartphone app for customer information and will work with local officials, community leaders, the news media, and social media platforms to communicate with the public about key developments as its efforts take shape.

Will my bill go up because of this?

No. Your bill will not be impacted by these changes in operations. The only thing that will increase is your level of customer service and customer satisfaction.

How can I find out more information?

For more information, contact Bryan Pate at (bryan@lwutilities.com) or Tyler McKeller at (tyler@lwutilities.com). You can also visit the website at www.lwsutilities.com or download the LW Utilities App in the coming weeks.