



April 2, 2018

Silverhawk Utilities Inc.  
2024 12<sup>th</sup> Avenue N.W.  
Calgary, AB  
T2N 1J7

Via email [silverhawkadmin@waterworks.ca](mailto:silverhawkadmin@waterworks.ca)

**Via REGISTERED MAIL**

Attention Len Sukovieff P.Eng President

**RE: SILVER STAR PROPERTY OWNERS ASSOCIATION INQUIRY ON RATE SETTING POLICIES**

Dear Mr. Sukovieff

The Silver Star Property Owners Association (SSPOA) have written to Silverhawk Utilities Inc on two occasions recently seeking some information that is common to all of our members. Alas, we received a less than complete response from your staff to the first letter on February 20, 2018 and no response to our most recent correspondence.

I am writing to you directly in the hope that we can encourage Silverhawk to respond on these common issues raised by our membership.

As I am sure you will be aware, the SSPOA is an organization of over 550 members, all of whom are Silverhawk Utilities customers. The Association has been attempting to answer concerns expressed by many of our members of the SSPOA. Whilst it is appreciated that Silverhawk is a privately held company, these are common issues which we think it is in the best interests of all concerned, both Silverhawk and your customers, to engage in a degree of transparency.

I am enclosing our letter of February 28 and our follow-up emails of March 11 and March 19, which you may not have seen.

Our inquiry from October 11, 2016 regarding the change in policy regarding new basic charges for suites is also enclosed. Regrettably, this correspondence has neither been acknowledged or answered. Neither have our follow up emails of February 10, February 24 and May 3, 2016.

The SSPOA is trying to fulfil its mandate to its membership and we are mindful of the comments made in the Silverhawk newsletter from 2006 in which the following concern was expressed:

*"We would like to take this opportunity to comment on the recent inaccurate communications sent out by the Silver Star Property Owners Association to the community of Silver Star*

*Mountain. The property Owners Association does not have the authority to speak on behalf of Silverhawk.”*

By definition, all SSPOA members (indeed all owners at Silver Star) are customers of Silverhawk and we are of the view that by working constructively together, we can respond to our members concerns once, rather than Silverhawk being approached with the same questions from individuals multiple times.

We note in the same 2006 service year newsletter that Silverhawk states:

*“We are committed to working with each and every one of our customers to establish a maintain a respectful relationship”*

Finally, from your March 2001 Silverhawk Newsletter, signed by yourself, it states:

*“Future rates for sewer services will be set in accordance with typical regulatory criteria, which, among other things requires Silverhawk Utilities to demonstrate the validity of the charges to a **Sewer Utility Standing Committee** representing the interests of Silver Star residents and developers. The committee will scrutinize the rate model based on proven operating costs, efficiency, comparable rates elsewhere and a reasonable return to the operator.”*

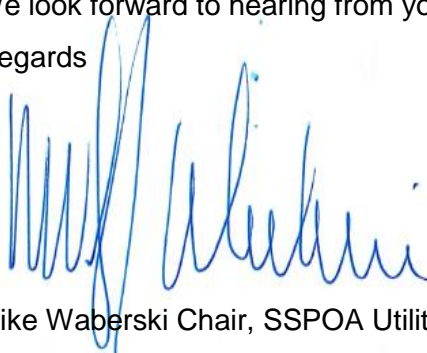
(emphasis added)

We understand that in the sale agreement for the utility to Silverhawk that a “Rate Regulatory Committee” was to be established. Can we assume that the “Sewer Utility Standing Committee” is the same and ask when the last meeting was held?

We do hope that you can respond to the questions in both this and our previous correspondence as they are common to our membership and your customers.

We look forward to hearing from you and thank you in advance for your cooperation.

Regards



Mike Waberski Chair, SSPOA Utility Services Committee

Copy: Sandy Cook SSPOA President and Committee members

Copy: Andrew Blizzard [silverhawk@waterworks.ca](mailto:silverhawk@waterworks.ca)  
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Attachments: Letter to Silverhawk Utilities October 11, 2016

Letter to Silverhawk Utilities February 28, 2018 & email thread