



COPPER MOUNTAIN CONSOLIDATED METROPOLITAN DISTRICT

0477 COPPER ROAD
0800 COPPER ROAD, BOX 3002
COPPER MOUNTAIN, CO 80443

June 6, 2022

RE: CMCMD Cable and Internet Department
2022 System Improvements and Billing Transfer

Dear Cable & Internet Customer:

Copper Mountain Consolidated Metropolitan District (District) has been implementing Cable and Internet system improvements over the first six months of 2022. These system improvements include infrastructure and hardware upgrades that will eventually provide greater bandwidth, significant increases in internet speed, and enhanced cable television offerings. The project will continue to be seamlessly implemented over the course of the next several years until all of the District's customers have been upgraded to the new Cable and Internet system. During this time, Cable and Internet customers will continue to receive their current level of service without interruption.

As part of the system improvements, the District has taken over the customer billing responsibilities for Cable and Internet services. Monthly and quarterly invoices that were previously billed through Resort Internet, will now come directly from the District. The transfer of these responsibilities has required design of a new Cable and Internet billing system, the implementation of which has unfortunately been delayed. This is the reason you have not received any Cable and Internet bills in 2022. We have attempted to communicate the system delays, however, we are aware that the message has not been received by all of the District's customers. We hope that this correspondence reaches all our customers and helps to clarify some of the billing system confusion.

Please know that we are dedicating the time and resources necessary to complete the billing system implementation and barring any further unforeseen complications, we anticipate having the system fully operational by July 1. Statements will be sent to customers in early July and will include all Cable and Internet service charges for the first, second, and third quarters of 2022. This will get the billing system back on schedule and future bills will follow the historical calendar that District customers are familiar with. Note that the 5% discount for customers that pay the entire year in advance will still be available. The District recognizes that billing for three quarters concurrently may impose a financial burden. We will work with any adversely affected customers to find a solution. Instructions will be included with second quarter billings about how to contact us to make payment arrangements that are agreeable to the customer and the District.

Lastly, customers will have the convenience of paying by credit card or electronic funds transfer through the Xpress Bill Pay website. Payment by check option will continue to be available as well. More information regarding credit card payment options will be included with statements in July.

We are excited about the system improvements, and we look forward to offering enhanced Cable and Internet services in the future. Your patience with the billing delays is greatly appreciated and we will continue to work diligently toward getting the billing system back on schedule. If you have any questions or concerns, please contact any of the District representatives listed below.

Sincerely,



Robert Martin, P.E.
District Manager
Copper Mountain Consolidated Metropolitan District

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