



Drake Landing Company

March 01, 2023

Dear Drake Landing Solar Community Member,

We are aware of poor performance of the solar thermal energy storage system which resulted in decreased heat output to some residences this past week. This occurred despite having multiple system redundancies in place. The interruption of service is regrettable and we acknowledge the inconvenience experienced by some members of the community. Please know that we are working hard on finding short and long term solutions.

On November 19, 2022, we sent you a letter sharing that we had initiated a study to evaluate the overall condition of the system. We initiated this study as there have been an increase of system failures during the past couple of years, much like we experienced recently.

These failures have resulted in lower than expected heat collection, storage, and distribution. In order to understand the extent of these issues and the resulting effect on the operation and efficiency of the system, a thorough engineering study will be initiated. This study is well underway and we should have some clarity on the overall stability of the system soon. Once complete, we will be better able to make plans surrounding the future of the solar thermal energy storage system – all with our community at the top of our mind.

Although system redundancies are in place, we have dedicated resources in place that are able to quickly respond, should any further service interruptions occur. We have also worked with our engineering firm to expedite the assessment of the complete system.

You and your safety and comfort in your home are important to us. Should you experience any further system interruptions:

1. Contact the Drake Landing Solar Corporation as soon as possible;
 - a. 24 hours a day, 365 days a week call: **310-5678**
2. Consider utilizing a safe supplementary heat source such as your fireplace or a space heater.

Thank you for your patience while we work to assess the condition of the system and determine the best path forward.

If you have questions regarding this letter, please use the contact details below.

Sincerely,

The Drake Landing Company Board of Directors



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