



5/11/23

Mr. Graham,

Thank you for the time and opportunity to connect recently and discuss the partnership between The Villages and SOLitude. We appreciated your candid comments and review of the successes to date, as well as overall satisfaction with the program implementation.

We shared with you that SOLitude financially can not afford to continue to service the account at the current rates that were presented during the RFP process. There exist a number of contributing factors that have placed us in this position.

- Aeration Scope: Our pricing for maintenance of the overall program was based on the inspection and servicing of equipment present at the time of inspection. What we've learned since, is the amount of equipment being installed in the more recently constructed districts represents a 4x increase compared to previous ones.
- Pond construction and conditions are typically shallower than anticipated. This is resulting in more frequent applications of products to attempt to achieve control.
- Water movement between ponds that isn't planned for or communicated is resulting in wasted product or only partially effective applications. It's a challenge we were not aware of, but nonetheless have accommodated to the best of our abilities.

We understand the current contract terms, and would be willing to adjust the current pricing from our quoted \$35/acre to \$50/acre effective 10/1/23 for the duration of the remainder of the current term that ends in 2024.

Our team remains willing and able to assist you. Please let us know if you have any questions or how else we can assist you.

Sincerely,

Brett Emmerton  
Regional Director, South Region  
SOLitude