

Reference: Q&A for the 2022 OAH AGM November 24, 2022

Q: When will water meters be activated? When will we be charged for our usage vs flat rate?

A: The Developer has advised the OAH that the water and sewer rates remain at a flat fee until such time that the Alberta Utilities Commission (AUC) approves HAWSCo's request for a rate application.

Notices will be provided by HAWSCo to all residents of Harmony when the utility rates change. There is no estimated timeline for this approval. Until the AUC approves HAWSCo's request, all residents in Harmony will be charged a flat rate.

Q: Why are we still paying dues to the golf course now that it is public? What is the benefit to the social payment to a public course?

A: The golf course in Harmony is not a public course. It is a private course which members pay to belong. The social membership provides our OAH members with perks such as 4 free rounds of golf upon initial purchase of a new home build in Harmony.

For more details on the golf course and the perks associated with the social membership, please visit <https://harmonyowners.com/faqs/> and scroll down the page to "**Golf, Social Membership, Mickelson and MNGCC**".

Q: We live in Phase 1. Why can we not access Telus services? We are told that we have conduit in for fibre, but we can't have it. At this time, we are held under a monopoly to Shaw internet and cable.

A: When initially approached by the developer to see if they would service the community of Harmony, Telus declined to offer services. Once Harmony had developed into further Phases, Telus came back and decided that they would offer services in Phases 3 and beyond but would not offer servicing in Phases 1 & 2 due to cost. We encourage residents to contact their preferred telecommunications provider for more information.

Q: Is there news of a new Rogers tower in the area? We know that one was turned down. Rogers service is terrible here and they desperately need a new tower. We would perhaps change to Telus, but then we can't bundle our service because there is no Telus service in Phase 1.

A: There were towers in Harmony reviewed by Shaw, Telus and Rogers; however, all three are still only in the consideration stages. We encourage residents to contact their preferred telecommunications provider for more information.

Q: Will you endeavour to have an in-person AGM next year?

A: Yes, we plan to have an in-person AGM next year, as long as Alberta Health Services (AHS) does not have any Public Health Restrictions in place.

