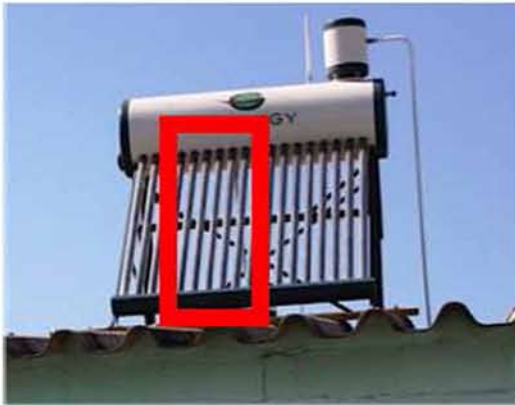


For Your Urgent Attention

Dear Kuyasa Resident

As you are probably already aware, some of the solar water geysers installed in Kuyasa are reaching the end of their lifespan. There are two types of geysers; Chinese (marked with red), and local ones that are all white (marked with a green). It is the stands of the Chinese geysers that have rusted, which are the cause of the problem. There is a very serious risk that these Chinese geysers will collapse and cause damage. Some have already fallen and damaged roofs.



These must be switched off



These geysers are fine

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As an emergency measure- and to avoid more damage- if you have a Chinese geyser you need to switch off the water supply to your geyser, and empty the hot water from it. If you have received this letter at your house, then we have already switched off the water supply to your geyser. We recommend that you immediately drain the water in the geyser by running the hot water until it is empty. Your cold water supply will not be affected. We have done this because an empty geyser weighs less and is less likely to cause damage to you or your property if it falls. We recommend that you do NOT switch the water supply to the geyser back on. If, however, you have inspected your geyser and are sure that it is not rusting (and is not likely to fall off the stand) and you then decide to continue to use it, PLEASE NOTE that you do so at the risk of damage to your property and person. You are responsible for any damages - including fixing your roof- should the geyser fall and cause damage.

You may remember that the Kuyasa Project wanted to raise additional money- and to use this money to do maintenance. Up to now, the project has not been able to access additional resources and has had no income since the completion of the project in 2010. We have tried many ways to get extra income but none of these have been successful and we don't know when (or if at all) we might be successful in future.

As there is no money to fix or replace the geysers, for now the main need is to ensure that you are safe and that no damage is caused to your house.

We regret that additional money has not been raised- and we apologise that we have therefore not been able to find a solution to replacing the imported geysers.