



December 9, 2022

Dear New Garden Township Aqua Customer,

I want to thank township supervisors for inviting us to their November meeting with you to discuss the sewer system. My colleagues and I appreciated your questions and comments regarding sewer system operations and rates. An important point we shared at the meeting, which is worth repeating, is that our customer rates are set by the Pennsylvania Public Utility Commission (PUC) and that our requested rate adjustment was consistent with the agreement we made with the township including a 5,000-gallon allowance in your quarterly bill. The PUC, however, chose a different proposal presented in the case which is within their authority and they set your rates accordingly.

Other information we shared at the meeting focused on sewer system operations. Once your wastewater is treated, it is disposed of by spraying onto fields dedicated for this purpose. The facilities and spray field condition matter significantly to our operations and ability to protect the environment. Upon taking ownership, the condition of the facilities required that we immediately contact the PA Department of Environmental Protection to enter into an agreement in which we committed to improve operations. Initially, we had to truck excess treated wastewater from one wastewater treatment plant to another which cost more than \$800,000. After several months, we replaced hauling with a pipeline connecting the two treatment plants. It was work our experienced, dedicated, and creative employees completed safely and expeditiously. Over the next 10-years we expect investment needs to be more than \$11 million to sustain operations and environmental compliance. Please know that we will continue to evaluate alternatives that maintain operations, environmental compliance, and reduce capital investment and operational expense. We also discussed our active pursuit of grants and low-interest loans.

In closing, I want to say again that we are proud of the work we do, our commitment to environmental protection, the service we provide and are excited to be your sewer system service provider. I also want to remind you that we are aware how rates impact you and will continue to evaluate repair and replacement of these systems so that we may ensure uninterrupted, quality service and compliance. You can rest assured that we will never minimize our responsibility or avoid a challenge, so that your service is never compromised and the environment in which we operate will not suffer.

Sincerely,

Marc A. Lucca
President, Aqua Pennsylvania

