



Aug. 15, 2022

Dear Customer,

I am pleased to share with you that effective Aug. 12, 2022, Aqua Pennsylvania Wastewater became the owner of the East Whiteland Township wastewater system. I would like to formally welcome you as customers and provide you with information about Aqua, our operations and customer service.

Aqua Pennsylvania Wastewater is a subsidiary of Aqua Pennsylvania—a regional water company that provides public drinking water to approximately 1.5 million people throughout 32 counties in Pennsylvania. We proudly provide public drinking water service to East Whiteland Township residents and are honored to now provide your wastewater service, including for those of you who have private wells for drinking water. The wastewater business now provides service to approximately 60,000 connections in 16 counties throughout the commonwealth.

Aqua plans to make approximately \$17 million of improvements to the wastewater system over the next 10 years. These improvements include two major sewer extensions, lining and replacing portions of the sewer collection system to reduce extraneous flows, and upgrades to several pump stations. These capital projects will significantly improve operational efficiency and environmental performance, resulting in cost savings over time.

**We are pleased to let you know that your wastewater base rates will remain the same upon closing and any future change will be subject to approval of the Pennsylvania Public Utility Commission.**

Most customers can expect their first bill with sewer charges from Aqua beginning in October 2022 and no one will be billed wastewater charges by Aqua for any days of service prior to Oct. 1. Customers who paid for 2022 sewer service in advance can expect their first Aqua bill with sewer charges in January 2023 and will not be billed wastewater charges by Aqua prior to Jan 1, 2023. Going forward, everyone will receive monthly bills. If your water and wastewater accounts are in the same name, you will now receive a combined bill.



**Aqua customer service representatives are available weekdays between 8 a.m. and 5 p.m. at 877.987.2782.** Emergencies after hours, on weekends and holidays should be reported to the same number.

In addition to mailing your payment, Aqua customers have several bill payment options including WaterSmart e-billing, which allows you to pay your bill online and to receive an electronic bill. Customers can also pay in person at Western Union locations in nearby retail stores. To learn more about walk in locations, e-billing and other WaterSmart options, please visit our website at [AquaAmerica.com](http://AquaAmerica.com) and look for the icons below.



If you use direct debit to autopay your bill or a bill-payer service from your bank account, you will need to take the following steps once you receive your first Aqua bill. Change the payee designation to Aqua Pennsylvania, update the payee account number to your new 16-digit account number, and change the mailing address for the payment to the remittance address on your Aqua bill. Please allow the appropriate time for your bank to make the change.

Aqua also offers payment arrangements and will be implementing a new customer assistance program for limited income customers starting this fall. Payment arrangements, and their terms, are governed by a customer's income level. Aqua also participates in the Low-Income Household Water Assistance Program (LIHWAP), a federal assistance program providing grants directly to Aqua for eligible customers whose wastewater and, or water accounts have fallen into arrears. Interested customers can learn more about eligibility and how to apply at [AquaAmerica.com](http://AquaAmerica.com).

East Whiteland wastewater customers can receive more information on payment arrangements by contacting Aqua at 877.987.2782.

We are pleased to have you as a customer and look forward to serving you. Watch for the Aqua Welcome Brochure that will be mailed to you next week.

Sincerely,

A handwritten signature in black ink, appearing to read 'Marc Lucca', is written in a cursive style.

Marc Lucca  
President