



Notice of Proposed Rate Changes

To Our Customers:

Community Utilities of Pennsylvania Inc. ("Company") is filing a request with the Pennsylvania Public Utility Commission ("PUC" or "Commission") to increase your water and wastewater rates as of January 9, 2024. This notice describes the Company's rate request, the PUC's role, and what actions you can take.

Community Utilities of Pennsylvania Inc. has requested an overall water rate increase of \$1,449,638 per year. If the Company's entire water request is approved, the total water bill for a residential customer using 3,452 gallons would increase from \$63.90 to \$101.37 per month or by 58.65%. The total water bill for a commercial customer using 1,665 gallons would increase from \$38.69 to \$61.01 per month or by 57.70%.

To find out your customer class or how the requested increase may affect your water or wastewater bill, contact Community Utilities of Pennsylvania at (800) 638-0262. The rates requested by the company may be found in Supplement No. 13 to Tariff Water-Pa. P.U.C. No. 1 at Docket No. R-2023-3042804. You may examine the material filed with the PUC which explains the requested increase and the reasons for it. A copy of this material is kept at the following offices:

Community Utilities of Pennsylvania Inc.
1405 Statten Avenue
Bethlehem, PA 18017

The state agency which approves rates for public utilities is the PUC. The PUC will examine the requested rate increase and can prevent existing rates from changing until it investigates and/or holds hearings on the request. The company must prove that the requested rates are reasonable. After examining the evidence, the PUC may grant all, some, or none of the request or may reduce existing rates.

The PUC may change the amount of the rate increase requested by the utility for each customer class. As a result, the rate charged to you may be different than the rate requested by the company and shown above.

There are three ways to challenge a company's request to change its rates:

1. You can file a formal complaint. If you want a hearing before a judge, you must file a formal complaint. By filing a formal complaint, you assure yourself the opportunity to take part in hearings about the rate increase request. All complaints should be filed with the PUC before January 9, 2024. If no formal complaints are filed, the Commission may grant all, some or none of the request without holding a hearing before a judge.
2. You can send us a letter telling why you object to the requested rate increase. Sometimes there is information in these letters that makes us aware of problems with the company's service or management. This information can be helpful when we investigate the rate request. Send your letter or request for a formal complaint form to the Pennsylvania Public Utility Commission, Post Office Box 3265, Harrisburg, PA 17105-3265.

3. You can be a witness at a public input hearing. Public input hearings are held if the Commission opens an investigation of the company's rate increase request and if there is a large number of customers interested in the case. At these hearings you have the opportunity to present your views in person to the PUC judge hearing the case and the company representatives. All testimony given "under oath" becomes part of the official rate case record. These hearings are held in the service area of the company.

For more information, call the PUC at 1-800-692-7380. You may leave your name and address so you can be notified of any public input hearings that may be scheduled in this case.

Rates approved by the PUC and full tariff can be located on our website: <https://www.myutility.us/pennsylvania/regulatory>

Community Utilities of Pennsylvania Inc.'s Commitment

Community Utilities of Pennsylvania Inc. has continued to make investments to improve and maintain the quality and reliability of our service. The proposed increase is needed to recover the costs of these improvements and to reflect the increased costs of providing quality service. Together we share the goal of a safe, dependable supply of potable water and environmentally sustainable wastewater treatment consistent with prudent business practices. We understand that there is never a good time for a rate increase. The rates we have requested are based on the actual costs of providing water service. As a public utility, we have an obligation to continue to provide adequate, efficient, safe, and reasonable service and facilities at just and reasonable rates. We welcome any feedback from our customers, whether it is about our proposed rates or about our services. Please contact Community Utilities of Pennsylvania Inc. at (800) 638-0262.

Bill Assistance

Low-Income Rate – Apply Now!

The Company understands the burden that some customers may experience in affording essential goods like housing, food, and clean water. As your water service provider, we wish to be part of the solution to these challenges. As part of our efforts to do just that, we encourage customers to apply for our low-income rate for residential customers for water service. To check eligibility for our low-income rate before applying, please go to <https://aspe.hhs.gov/poverty-guidelines> and look for information about a family of your size. For water service, if your income is at or below the applicable level, you will be eligible for a lower rate on typical monthly water usage, up to 3,500 gallons per month. Should you use over the 3,500, any additional gallons will be charged at the regular residential rate. Please visit the Company's website at <https://www.myutility.us/pennsylvania> for additional details.

The requested rate change seeks to expand low-income rate eligibility.

Pennsylvania Sponsored Programs

The following Pennsylvania sponsored programs also provide bill assistance for eligible programs.

- Pennsylvania Emergency Rental Assist Program (ERAP) - <https://www.dhs.pa.gov/ERAP/Pages/ERAP.aspx>
- Pennsylvania Homeowner Assistance Fund Pennsylvania - <https://pahaf.org>