

# NOTICE OF PROPOSED RATE CHANGES

To Our Customers:

Veolia Water Pennsylvania has filed a request with the Pennsylvania Public Utility Commission (PUC) on February 16, 2024, to increase your water/wastewater rates as of April 16, 2024. This notice describes the company's rate request, the PUC's role, and what actions you can take.

Veolia Water Pennsylvania has requested an overall rate increase of approximately \$16 million per year. Since the last rate case, the company will have invested over \$167 million to enhance service reliability and water quality.

If the company's entire request is approved, the total water bill for a residential customer using an average of 3,500 gallons per month would increase from \$49.64 to \$60.79 per month or by 22%. The total water bill for an average commercial customer using 25,000 gallons per month would increase from \$353.93 to \$433.34 per month or by 22%. The total water bill for an industrial customer using 225,000 gallons per month would increase from \$2,195.34 to \$2,818.17 per month or by 28%.

If the company's entire request is approved, the total wastewater bill for a residential customer would increase from a flat rate of \$46.50 to a flat rate of \$77.00 per month or by 37%. The total wastewater bill for an average commercial customer using 25,000 gallons per month would increase from \$197.32 to \$225.33 per month or by 14%. Rates for an industrial customer using 225,000 gallons per month would increase from \$683.82 to \$2,295.95 per month or by 235%.

To find out your customer class or how the requested increase may affect your water or wastewater bill, contact Veolia Customer Service at 888-299-8972. The rates requested by the company may be found in Supplement No. 68 Water Tariff PA P.U.C. No.7 & Supplement No.5 Wastewater Tariff PA P.U.C. No.2. 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 Veolia's Harrisburg Office, 6310 Allentown Blvd, Suite 104, Harrisburg, PA 17112. Upon request, the company will send you the Statement of Reasons, explaining why the rate increase has been requested.

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 or decrease 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 April 16, 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.



*Notice of Proposed Rate Changes*  
2024

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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, PO 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 hearing that may be scheduled in this case.