



July 1, 2017

Dear Customer,

I am pleased to share with you that effective at 12:01 a.m. July 1, 2017, Aqua Pennsylvania Wastewater (Aqua) became the owner of the Tobyhanna Township wastewater system, which we have been operating and managing for several years. I would like to formally welcome you as customers and provide you with information about Aqua, our operations and customer service.

Aqua is a regional water and wastewater company that provides water and wastewater service to approximately 1.4 million people throughout 32 counties in Pennsylvania. The Tobyhanna wastewater system is now part of our White Haven operating division, which serves parts of Lackawanna, Lehigh, Luzerne, Monroe, Northampton, Schuylkill, Susquehanna, Wyoming, and Carbon counties.

We plan to invest more than a half million dollars in infrastructure improvements to the Tobyhanna wastewater system over the next five years. These improvements will target sewer collection system improvements that will reduce leakage and help reduce sewer collection system overflows.

We are pleased to announce that your wastewater rates will remain the same and any future change will be subject to approval of the Pennsylvania Public Utility Commission.

Customers who currently have meters will have them replaced by Aqua before our first meter reading in September. We will contact you with a separate letter explaining the installation process and how to make an appointment for the installation, which takes less than an hour.

All customers—those with and without meters—will be billed the same rate and receive their first quarterly bill from Aqua in October, for service from July through September.

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. To learn more about these options, please visit our website at AquaAmerica.com and look for the icons below to choose your WaterSmart options.



We look forward to serving you.

Sincerely,

A handwritten signature in black ink, appearing to read "Marc Lucca".

Marc Lucca
President