



Borough of Conshohocken Authority
601 East Elm Street
Conshohocken, PA 19428
Office: 610-828-0979 Fax: 610-828-7720

Dear Customer:

Our mission at the Authority is to provide safe, high quality wastewater treatment services for all Borough of Conshohocken residential and non-residential customers. Wastewater treatment is a vital service to Conshohocken residents. The ability to provide well-maintained wastewater treatment facilities and quality infrastructure requires every customer to pay their fair share.

In 2013, the Authority implemented a rate restructure program in which fixed and variable operating costs were realigned to provide a more equitable cost sharing for all customers. As part of the 2013 rate restructuring program, an audit was conducted for all non-residential customers to verify water consumption usage.

In an effort to ensure that each customer continues to pay their fair share, the Authority Board authorized Ebert Engineering to review the water consumption for all non-residential accounts to verify compliance with their 2013 usage. Data from the engineering review indicated certain non-residential customers' more recent water usage history surpassed their 2013 usage. This increased water usage over the past 5 years may be due to changes in use or from increased economic success.

This increased water usage has resulted in certain non-residential customers using capacity which was not paid for, and also underpaying their fair share of service charges. This has resulted in other customers, including residential customers, unintentionally subsidizing these non-residential customers' usage.

In order to avoid having residents unintentionally subsidize these businesses, the affected customers were notified of the issue and we recently met with these business owners to explain the implications of the account reviews and recalculations. The Authority has provided a six month advanced notification and will make the necessary adjustments in January of 2019. Please note that the Authority will not be conducting a similar review of residential accounts.

Additional information is available on the Authority's website at <https://www.conshohockensa.com>.

Thank you.

Very Truly Yours,

A handwritten signature in blue ink that reads "Felix Raimondo". The signature is written in a cursive style with a large, prominent "F" and "R".

Felix Raimondo, Board Chair