

March 28, 2023

To our valued customers:

We are about to have our first rate increase since 2020. During the past decade we have undertaken some heavy borrowing to continue to deliver to you the clean water that you expect and also to comply with MasDEP regulations. The following are the debts that we are now paying for:

- 2011 – Borrowed \$1,273,000 to construct the Walnut St 1 Million Gallon Water Tank
- 2014 – Borrowed \$1,480,000 to repaint the 5,000,000-gallon water tank 10 Yr. Note
- 2015 – Borrowed \$515,000 to repaint the 500,000-gallon water tank 10 Yr. Note
- Replacement Well Station 4, Well 5
- Water Tank Assessment
- Cyr St/Norman Ave Pilot Study
- Manley St Pilot/Short Term Solution

We are an Enterprise funded water system, (means we fund all of our own cost without town support) we are required to have a fully funded budget from year to year. **Our rate increase begins on** May 1, 2023, at this time we are still processing all the data involved. We will post the new rate sheet on the town web site when it has been calculated. We will be increasing the Basic Rate by \$5.00 across all rates, the excess charge will remain the same.

We supply a utility that must be kept running 24/7/365 days per year. We have 7 buildings, 7 wells, and 3 Water Tanks to maintain. Last year we pumped 234,096,787 gallons of water. The largest month of usage was July pumping a total of 28,612,426 gallons. This was one of many larger pumping periods where we had to run our equipment at near capacity last year.

We do most of our own work internally to keep costs down. In some cases this requires some extreme technical expertise. We are lucky to have employees with a broad array of skills to allow this to happen.

Respectfully,

Rick Krugger, Art Cabral & Dylan Cragin
Board of Water Commissioners