



Downingtown Municipal Water Authority
100 Water Plant Way, Downingtown, PA 19335

March 3, 2017

Dear DMWA Customers:

The Downingtown Municipal Water Authority board and staff would like to thank all of the customers of the water system for your help during our water meter replacement program. During the installation process, to allow for the transition to the new meters, the usage period on your previous bill was extended to 4 months which resulted in higher than normal bills for many customers. On the positive side, the March 2017 bills to customers included with this letter reflect only a 2 month period of service, balancing out the previous bill. We apologize for any inconvenience this situation may have caused. In the future all quarterly bills will reflect the exact same period for all customers and be as close as possible to 91 days per quarter. Results so far have shown that the replacement of the meters was well worth the time and effort. The old meters were running slow and not recording 100 percent of customer usage.

The program has already provided numerous benefits to individual customers as well as increased efficiency in our operations. Our new system allows meters to be read within a couple of hours as compared to three week period with the old system. The new meters installed for each customer are extremely accurate and are capable of reading water usage at very low flows that previously might have gone unrecorded. In many cases, the new system can detect obvious leaks within a customer's system. When a problem has been identified, DMWA can provide customer usage for every hour in an effort to resolve the problem. As we become aware of issues at a customer's property, we can respond quickly and help the individual customer to address the problem.

The Downingtown Municipal Water Authority is locally run; customer owned organization committed to providing the highest quality water at the very best value. Thoughts and suggestions from customers on how we can improve service are greatly appreciated and highly valued. We would like to assure all customers that the Authority has not increased user rates this quarter and does not intend to increase user rate for 2017. The last water rate adjustment took effect on September 1, 2015. The customer Service Charge and Fire Hydrant Service charges have been in place at the current level since January 1, 2011.

If you have questions concerning your account, please contact the Authority and a detailed review of your account will be conducted to ensure that everything is accurate. The Authority office is normally open Monday to Friday from 7 am to 3 pm. The Authority staff can be reached at (610) 269-5362, or via email at dtownwater@verizon.net. Thank you again for your patience and understanding as we continually strive to provide the best customer service for the entire community.