



FOR IMMEDIATE RELEASE

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CAPITAL REGION WATER TO HOST OPEN HOUSE MEETING ON WATER BILLS NEXT THURSDAY AT YWCA GREATER HARRISBURG

CUSTOMERS MAY SEE CHANGES IN THEIR BILL AS MORE METERS ARE ACCURATELY READ

When: Thursday, May 8th 6 – 8PM

Where: YWCA Greater Harrisburg, 1101 Market Street

HARRISBURG (May 1, 2014): Yesterday, Capital Region Water sent out water bills for the month of April.

As Capital Region Water increases the number of accurate meter readings, customers may receive an irregular bill as they transition from estimated readings. Customers with previously underestimated charges were notified with a letter earlier this month if this impacted them.

"We've worked hard to reduce estimated water bills for our customers", said CEO Shannon Williams, "as we make this transition, customers will see changes depending if their bills were historically under or over-estimated."

Customer service staff will be available next Thursday at the YWCA to answer questions and provide more information on customers' water bills.

Customers are invited to bring their bills and visit any time between 6 and 8PM next Thursday, May 8th.

"We want our customers to be satisfied, and we know some will have questions" said Williams. "We're excited to try a new way to answer their questions and resolve their concerns."

Williams also encourages customers to call 888-510-0606 any time to speak with a customer service representative from 8AM to 4PM, Monday – Friday, or to leave a message after business hours. Customers can also visit myharrisburgwater.com to learn more about Capital Region Water.