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**NEW RATE STRUCTURE FOR HARRISBURG WATER AND SEWER CUSTOMERS  
BEGINS; SIGNALS HISTORIC INVESTMENTS IN WATER INFRASTRUCTURE**

*Rates Remain Among the Lowest in Region and Will Allow for Improvements to Customer Service and Proactive Maintenance Minimizing Sinkholes and Street Flooding*

HARRISBURG (March 13, 2014) – A new era for water service in the Capital Region starts today as The Harrisburg Authority (THA) begins implementation of a new rate structure that will help ensure the long-term health of Harrisburg’s drinking water, wastewater and stormwater systems. Approved last November by THA’s Board of Directors, February bills were mailed yesterday that include a 27% increase in combined water and sewer rates. For most customers, that translates to an increase of less than \$15 per month.

“This truly is an investment in our future, and customers soon will start to notice critical improvements in their service,” said THA Executive Director Shannon Williams. “Over the coming months and years, we will use this rate increase to invest in more reliable water service, in preventative maintenance to minimize problems such as sinkholes and street flooding that have plagued neighborhoods and cost millions in repairs, and we will invest in customer service so that we can provide a better experience, something our customers deserve.”

Even with the rate increase, Williams noted that water rates remain among the lowest in the region.

Williams also noted that February Bills were mailed out late due to the need to correct a billing system error on January invoices for December usage. The payment due date has been extended by one week to compensate for this delay.

Due to the ongoing meter battery issue, over a quarter of customer meters were not able to be read and an estimated usage amount was not calculated by the billing system. As a result, just over 6,000 bills were sent in January with no charge for water consumption, sewer utilization or sewer maintenance. The February bills that were mailed from the City yesterday will correct this error. Customers will know if this impacts them if there is a "DEBIT" line item on their bill. The amount of the debit was calculated using 2013 rates and the system-estimated December usage. Explanatory language can be found on the back of affected bills.

“We apologize for this inconvenience,” said Williams. “It is an example of why we must upgrade our systems and technology so that errors like this don’t happen in the future. We are absolutely committed to upgrading our systems so that they are reliable and accurate at all times.”

Williams encouraged customers with questions about this issue to visit [myharrisburgwater.com](http://myharrisburgwater.com) or call 888-510-0606. Customers with questions about their individual bills should call 255-6514.