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To: [Statements](#)
Subject: Aqua Water Rate Hike
Date: Wednesday, December 23, 2020 5:25:13 PM

The recent rate hike by Aqua Water is something that is affecting the people in a very negative way. A rate hike is generally not something that has such a high percentage rate that will have such a major impact on the communities that it serves.

During this time in our state and nation with the pandemic where many people are unemployed, living on a fixed income, retired and dealing with many other types of financial issues, this rate hike should be reviewed and if necessary phased in over a number of years rather than hit everyone with the entire rate hike at one time.

Listed below are some other reasons to consider this request:

- The percentage rate increase experienced between your average and/or November and December bills to address the unprecedented rate hike
- The confusing documents sent via USPS in February/March 2020 and July 2020 that lack a true understanding of what your new charges might look like; and that they do not reflect the outrageous increase you were then charged once "finalized"
- Why did we receive announcements earlier this year via USPS but no prior warning of the actual/finalized rate increase until it was simply affixed to our December 2020 bill? (I think we all know the reason so they could avoid backlash prior)
- Why wasn't the rather clear cut section called "Impact on Average Residential Bill" from Page 6 of the recent Appendix B-1 documentation included in the previous mailers from earlier this year? This obviously showed the drastic difference in pricing but yet is nowhere to be found in their earlier announcements we all received
- What is the definition of "temporary rates" - is there a defined start and end date somewhere?
- What exactly is the reasoning behind the rate hike in the first place?

Thank you for your consideration.