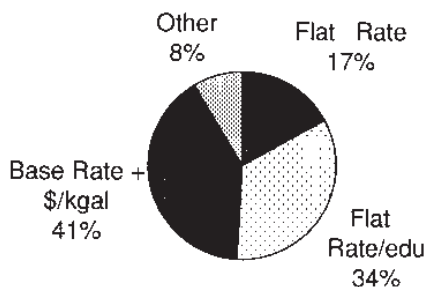


**ATTENTION:**  
**WATER AND WASTEWATER FACILITY OWNERS & MANAGERS**  
**Sewer and Water Rate Survey Results**

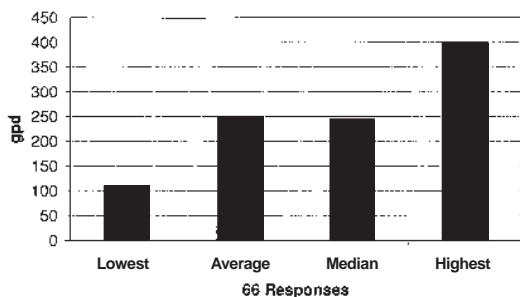
The following is a summary of the results of the CET Sewer and Water Rate Survey concerning **SEWER RATES** which was distributed earlier this year. CET thanks you for taking the time to provide this information. If you have any questions or comments about these survey results, please contact Ray Myers at 1-800-643-8260 or e-mail [rmyers@cet-inc.com](mailto:rmyers@cet-inc.com). It is anticipated that these results will be discussed in *etcetera*, CET's newsletter.

**Summary of 66 Responses**

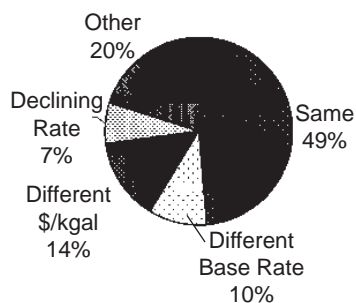
Describe the main form of your residential rate:



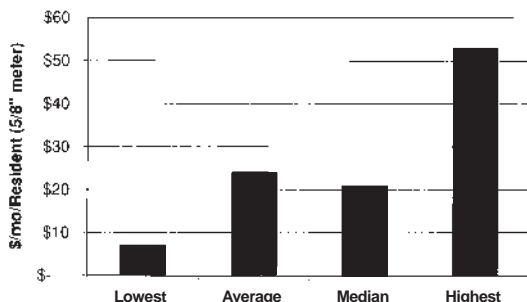
How do you define an EDU?



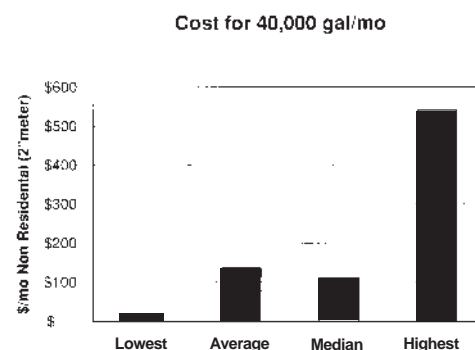
How do you handle non-residential accounts?



What does a typical residential sewer customer pay per month for service (assume 4,000 gallons water use per month and a 5/8" meter.



What does a typical non-residential sewer customer pay per month for service (assume 40,000 gallons of water use per month and a 2" meter



**Delinquency & Late Fees**

- What percent of billings are delinquent? Average response = 9%
- Do you charge a late fee?, 'yes' = 96%
- Does your late charge discourage delinquency? 'yes' = 70%, 'no' = 30%
- What measures do you take when a late charge does not work?  
 Shut off water service = 60%  
 Take legal action = 47%

Describe your operation - the following represents the average response of the 66 respondents:

- 1999 Annual budget \$1,000,000
- 1999 Debt service \$236,000
- Last rate increase 1995
- Next rate increase 2001
- Year facility was constructed 1980

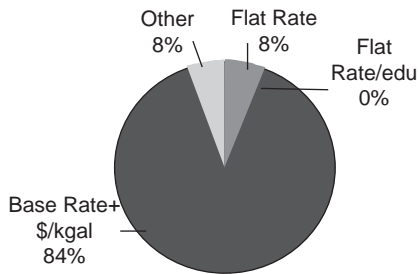
**Your debt is owed to:**

- Penn Vest 33%
- RUS 9%
- Bank 21%
- Bonds 42%
- No debt 10%

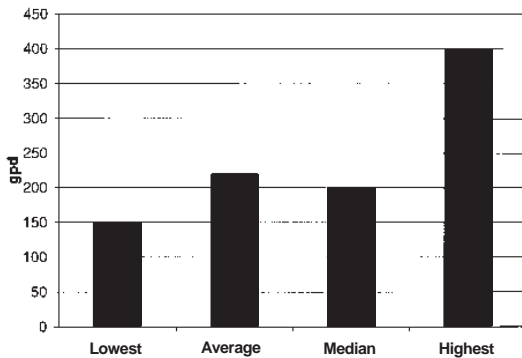
The following is a summary of the results of the CET Sewer and Water Rate Survey concerning **WATER RATES** which was distributed earlier this year. CET thanks you for taking the time to provide this information. If you have any questions or comments about these survey results, please contact Ray Myers at 1-800-643-8260 or e-mail [rhmyers@cet-inc.com](mailto:rhmyers@cet-inc.com). It is anticipated that these results will be discussed in an upcoming issue of *etcetera*, CET's newsletter.

### Summary of 41 Responses

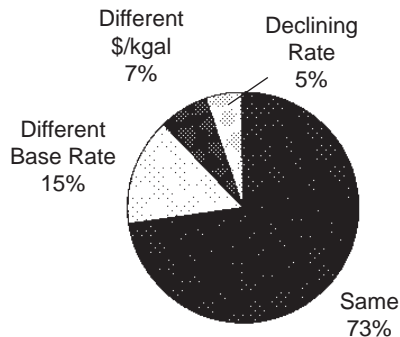
Describe the main form of your residential rate:



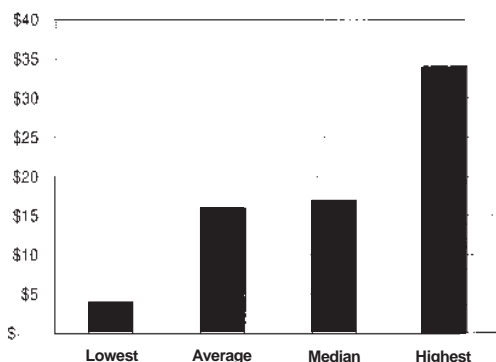
How do you define an EDU?



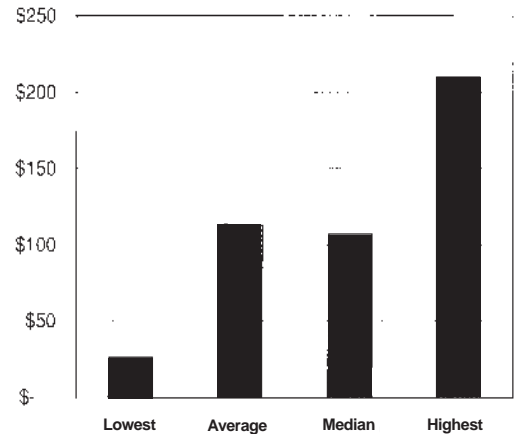
How do you handle non-residential accounts?



What does a typical residential water customer pay per month for service (assume 4,000 gallons water use per month and a 5/8" meter).



What does a typical non-residential water customer pay per month for service (assume 40,000 gallons of water use per month and a 2" meter)



### Delinquency & Late Fees

- What percent of billings are delinquent? Average response = 10%
- Do you charge a late fee?, 'yes' = 94%
- Does your late charge discourage delinquency? 'yes' = 55%, 'no' = 45%
- What measures do you take when a late charge does not work?  
 Shut off water service = 73%  
 Take legal action = 24%

Describe your operation - the following represents the average response of the 66 respondents:

- 1999 Annual budget \$845,000
- 1999 Debt service \$225,000
- Last rate increase 1996
- Next rate increase 2000
- Year facility was constructed 1978

Your debt is owed to:

- Penn Vest 34%
- RUS 10%
- Bank 46%
- Bonds 32%



CET Engineering Services is a full-service environmental engineering firm and is dedicated to providing practical, cost effective services from planning through operation. For more information on CET Engineering Services, please call or e-mail us, or visit us at [www.cet-inc.com](http://www.cet-inc.com).