

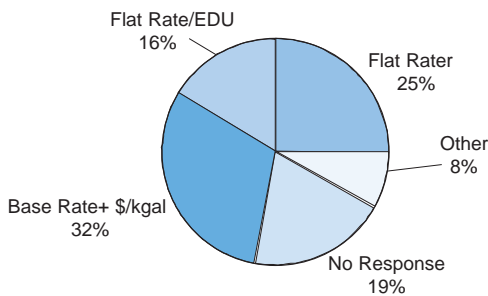


**ATTENTION:**  
**WATER AND WASTEWATER FACILITY OWNERS & MANAGERS**  
**Sewer and Water Rate Survey Results**

The following is a summary of the results of the **SEWER RATES** information collected by CET in 2001. 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 the next rates survey will be in 2003.

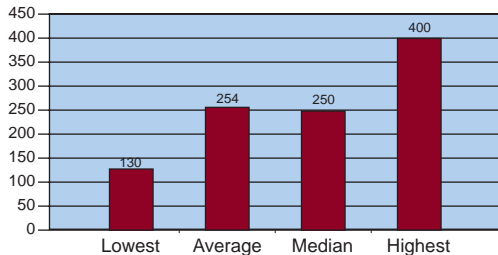
**Summary of 79 Responses**

**Residential Rate Type**

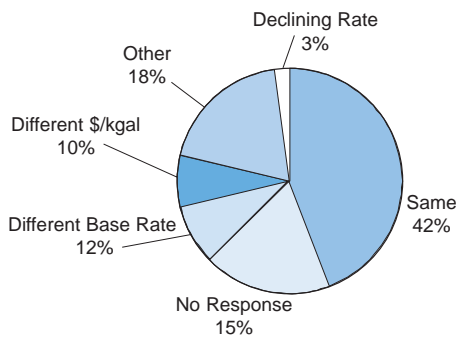


Describe the main form of your residential rate:

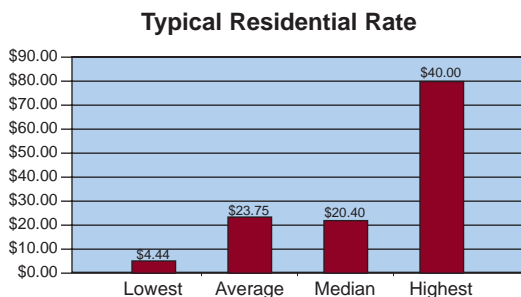
How do you define an EDU?



How do you handle non-residential accounts?

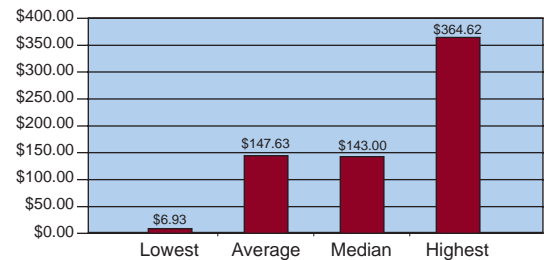


What does a typical residential sewer customer pay per month for service (assume 4,000 gallons water use per month and a 5/8" meter.



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

**Typical Non-Residential Rate**



**Delinquency & Late Fees**

- What percent of billings are delinquent? Average response = 9%
- Do you charge a late fee?, 'yes' = 95%
- 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 = 49%  
Take legal action = 33%

Describe your operation - the following represents the average response of the 79 respondents:

- 2001 Annual budget \$1,734,000
- 2001 Debt service \$925,000
- Last rate increase 1996
- Next rate increase 2003
- Year facility was constructed 1974
- Last major upgrade 1990

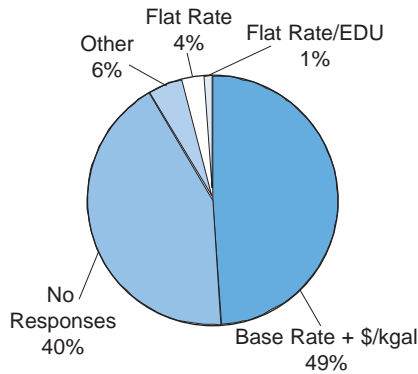
Your debt is owed to:

- Penn Vest 24%
- RUS 8%
- Bank 40%
- No debt 7%
- Other 21%

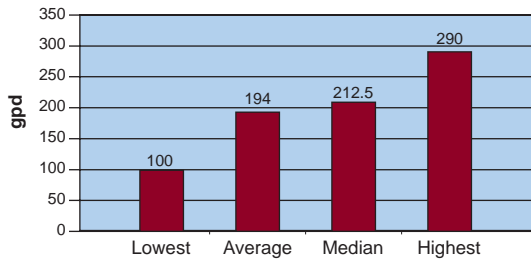
The following is a summary of the results of the **WATER RATES** information collected by CET in 2001. CET thanks you for taking the time to provide this information. If you have any questions or comments about these survey results, please contact Ray Myers at 1-800-643-8260 or e-mail [rhmyers@cet-inc.com](mailto:rhmyers@cet-inc.com). It is anticipated that the next rates survey will be in 2003.

**Summary of 61 Responses Residential Rate Type**

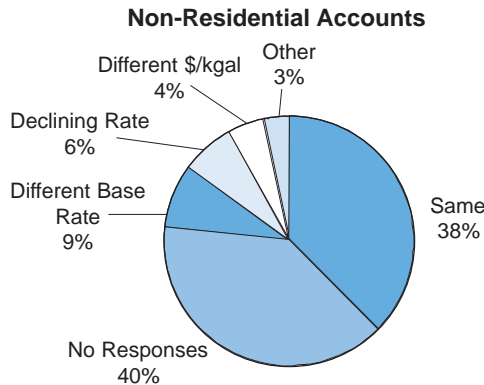
Describe the main form of your residential rate:



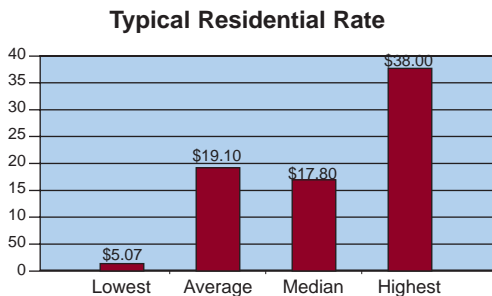
How do you define an EDU?



How do you handle non-residential accounts?

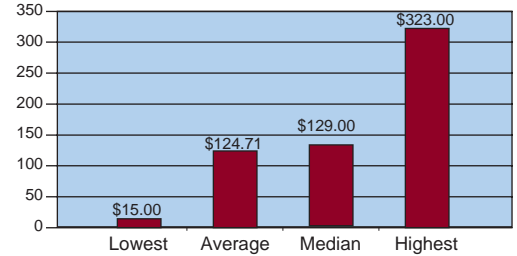


What does a typical residential water customer pay per month for service (assume 4,000 gallons water use per month and a 5/8" meter.



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

**Typical Non-Residential Rate**



**Delinquency & Late Fees**

- What percent of billings are delinquent? Average response = 10%
- Do you charge a late fee?, 'yes' = 96%
- Does your late charge discourage delinquency? 'yes' = 38%, 'no' = 62%
- What measures do you take when a late charge does not work?
  - Shut off water service = 80%
  - Take legal action = 10%

Describe your operation - the following represents the average response of the 61 respondents:

- 2001 Annual budget \$2,932,000
- 2001 Debt service \$1,289,000
- Last rate increase 1997
- Next rate increase 2002
- Year facility was constructed 1964
- Last major upgrade 1993

**Your debt is owed to:**

- Penn Vest 31%
- RUS 7%
- Bank 30%
- No debt 8%
- Other 25%



*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).*