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Berks County, Pennsylvania  
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Pennsylvania Utility Commission  
400 North Street  
Harrisburg, PA 17120

R-2025-3057983

R-2025-3058051

January 13, 2026

Dear Official,

We are writing to express our opposition to the proposed rate hike for PA American Water. As the elected Board of Supervisors for Exeter township, we continually receive complaints from our citizens about the high water and wastewater rates being charged to Exeter property owners.

In December of 2022, after the township had sold the wastewater treatment plant and system to PA American Water, Water bill were calculated with a rate of \$1.31 per 100 gallons of water consumed. Wastewater was calculated at a rate of \$1.9107 per 100 gallons of water consumed.

In January of 2023, Township citizens experienced a significant rate hike. The rate for water went up to \$1.61 per 100 gallons of water used. The wastewater rate was \$2.875 per 100 gallons of water used. In August of 2024, PA American water requested new rates, amongst other things to increase their revenue while presenting to the customer base as improvements. No improvements are seen for customers. At this time, many citizens wrote complaints asking for relief. The final rates that were decided on were \$1.87 per 100 gallons of water used and for water and \$2.95 for wastewater per 100 gallons of water used.

Under the newly requested rates, requested in November of 2025, there is no clear messaging on how rates will change. While digging in the docket, we believe to have found the following increases for water service. The service charge increases from \$18.80 to \$20, and the rate increases from \$1.87 to \$2.30 per 100 gallons of water used. We have also found the following for sewer service. The service charge increases to \$20, and the rate increases to \$3.14 per 100 gallons of water used.

For a family of 2 adults. This would be an average bill, using about 3200 gallons of water per month.

Water:  $32 \times \$2.30 = \$73.60$  + \$20 service charge = \$93.60

Wastewater:  $32 \times \$3.14 = \$100.48$  + \$20 service charge = \$120.48

With no sort of a "deduct meter" for outdoor usage, water used for gardens, car washing, etc. is also calculated into sewage, while it never hits the sewer system.

Residents are receiving shutoff notices wherein they don't have enough time to make payments, make arrangements for payment plans, etc. and are going to community members to borrow money to pay their bills.

Upon reading the press release from PA American Water, no water improvements are for Exeter Township. Water increases are unwarranted. There are wastewater replacements, but these are for handling storm water, not the actual wastewater. So, these increases are only to support the shareholders of American water, not to help the customers.

We are writing to ask for this hike rate to not be approved, and further requests to be heavily scrutinized. At the last hearing, PA American Water was reprimanded for requesting hikes so close to each other. This is a game that is played too frequently. The rates that are being charged are far too much for water, a basic essential to life. Customers cannot afford the current rates, much less increased rates.

We sincerely hope that you consider the burden already placed on our citizens and reject any increase at this time.

Regards,

The Board of Supervisors for Exeter Township, Berks County.



George Bell, Chair



Amanda Johnsen, Vice Chair



Clarence Hamm  
Treasurer



John "Jack" Piho  
Secretary