

**ATTENTION CUSTOMERS OF THE MANHEIM BOROUGH AUTHORITY
WARD 1 AND 2 BILLING ERRORS**

There was a billing error on the January 31, 2012 water/sewer invoices for customers within Ward 1 and Ward 2. The affected residents have service identification or "service ID" numbers that begin with either the number 1, or the number 2.

If you have a water/sewer invoice where the service ID begins with either a 1 or a 2, your bill is wrong.

The error is that the software uses a percentage of the billing cycle to determine water/sewer use charges. With the change to monthly billing, the software is labeling a portion of consumption to 2012 without regard to actual usage.

It has been determined that it is less expensive for the customer to have a separate meter reading and billing for December, and a separate meter reading and billing for January. This more accurately, and more fairly, separates your usage between 2011 and 2012.

Rebilling is underway. If you have a service ID number that starts with a number 1 or a number 2, please expect a new invoice (or invoices) with a new due date.

If you have already paid your invoice, any cost savings will be applied to your February invoice. If you have not paid your invoice, you may do so, or wait to receive a new invoice.

Please note that the transmitter service fee of \$3 per month is not a late fee. It is a fee to be charged monthly, over the next five years, to cover a portion of the debt incurred for the radio transmitters. (These are the devices wired to your meters, which are allowing us to do this rebilling.)

The Authority is concerned about maintaining consumer confidence, and in that expresses its most sincere apologies for this error and any confusion it may have caused. Thank you to the residents that brought this to our attention.