

## FAQ - 2022 Rates | Working for you.

Frequently asked questions about MAWA's 2022 Rate Increase.

### ***Why are Manheim Area Water and Sewer Authority (MAWSA) rates increasing?***

The rate increase will enable us to execute the following critical capital projects over the next ten years:

- Replacement of the water treatment plant
- Upgrades to the wastewater treatment plant
- System-wide metering system
- Replacement program of water mains
- Regulatory requirement upgrades

For a complete list of projects please visit the Capital Projects tab at MAWSA.org:

<https://mawsa.org/capital-projects/>

### ***Did you conduct a rate study?***

Yes. We completed a rate study in 2021 with a professional consulting firm to evaluate and understand what the necessary rate changes were required to continue services now and in the future.

### ***When will the new rates take effect?***

The rate schedule will become effective January 20, 2022.

### ***When the new rates goes into effect, what would the average bill increase to?***

The monthly change to the total water and wastewater bill would be an increase of about \$15 per month for the average residential customers.

### ***Will rates continue to increase, and if so, by how much?***

The rate study will be updated every three to five years and the rates will be adjusted accordingly. This will minimize the impact of the required increase.

### ***What can I do to reduce water consumption?***

Fix leaks, use low-flow faucets and toilets – there are lots of inexpensive options available to use less water. Visit PADEP's website to learn more: [PADEP DEP Drop by Drop: Use Water Wisely](#)

### ***Where can I find more information about the rate increase?***

Please visit the Budget & Rates tab at MAWSA.org: <https://mawsa.org/budgets-rates/>

### ***Who is MAWSA accountable to?***

MAWSA is a publicly operated, nonprofit entity and our primary obligation is to our customers and the community. Our board of directors is made up of appointed volunteers from the communities we serve.