



Jan. 15, 2021

Dear Twin Lakes Customer:

Aqua Pennsylvania, Inc. (Aqua) assumed operations of the Twin Lakes water system on Jan. 15, 2021 as its receiver in accordance with an order by the Pennsylvania Public Utility Commission (PUC).

Aqua is one of the largest regulated public utilities in the commonwealth, providing water and wastewater service to approximately 1.4 million people in 32 counties throughout the state. Aqua has a 135-year history of operating water and wastewater systems and will bring this expertise to Twin Lakes as we manage its operations and assets.

Aqua is now providing water service to Twin Lakes' customers until an ultimate determination on its operations and ownership is made by the PUC. During the interim, you will receive bills for service from Aqua at the rates set forth in Twin Lakes' tariff. These rates can be found in the Twin Lakes tariff posted on Aqua's website at AquaAmerica.com.

Aqua plans to bill Twin Lakes customers monthly instead of quarterly, in compliance with Twin Lakes' tariff. Your first **monthly** bill from Aqua will arrive in January, and Aqua will continue monthly billing going forward.

You can pay your bills online by setting up an account at AquaAmerica.com. If you have questions about your bill or service issues, please call Aqua's customer service center at 877.987.2782.

Customer payments may also be mailed to:

Aqua
P.O. Box 70279
Philadelphia, PA 19176-0279

We appreciate your patience through this transition period during which we look forward to providing you quality service.

Sincerely,

A handwritten signature in black ink, appearing to read "Marc A. Lucca".

Marc A. Lucca
President