January 2020

Dear Valued Customer:

The purpose of this letter is to explain important changes to how you will receive your monthly Western Monmouth Utilities Authority sewer bill in the future. Please take a moment to review the details below.

Beginning in early 2020, your bill will be printed on a single piece of paper and will be mailed only once a year. This paper invoice will contain four (4) individual stubs—one for each billing quarter. We respectfully ask you to include the corresponding quarterly stub with your timely payment. Your existing billing and due dates will not change.

This change is being made to reduce the waste of paper and postage of our antiquated quarterly postcard-based billing system. Our ratepayers will experience a savings in excess of $27,000 a year by making this simple change.

Furthermore, in an effort to make paying your bill as simple as possible, we strongly encourage you to make your payment through our Auto Pay Program, accessible through our website at https://www.wmuanj.org. Those wishing to pay via credit card will find improvements to our credit card payment system in the coming months, as well.

Until then, please know that we are working around the clock, every minute of every day in pursuit of our mission to guarantee you and your family an outstanding environmental quality of life. You can reach us 24 hours a day at 732-446-9300 for emergencies or during regular business hours for account questions.

Thank you for your cooperation.

Sincerely,

[Signature]

Executive Director & C.E.O.