



To our customers, clients, and neighbors –

On July 14, 2023, Whitinsville Water Company (WWC) filed a petition, with extensive supporting materials, with the Department of Public Utilities (DPU) for an increase in our distribution rates. This was our first request for an increase since 2018 when the current rates were set.

The Attorney General of the Commonwealth of Massachusetts (AG) intervened in the matter to represent the best interests of the residents of Northbridge and retained experts to investigate the merits of our request. The Town of Northbridge (Town) also intervened, who along with the DPU and AG, were active in the review of our filing.

After a lengthy process which involved the examination of our business records, sworn testimony and public hearings, the Attorney General's office, the DPU, the Town and WWC agreed to new rates at a level below WWC's original request. Accordingly, water charges after May 1, 2024, will be 27.3% higher than our previous rates. A second increase on May 1, 2025, will increase the rates an additional 8.34%. Taken together, the two increases total 37.9% which is equal to an annual increase of 4.1% since 2018.

Whitinsville Water is proud to have served this community since 1954 when we supplanted the Whitin Machine Works who established the system almost 100 years before that. Our employees not only work here, but we are part of the community and live in Northbridge or the surrounding towns. We understand the challenge for our customers to cover the rising cost of living and are doing our best to mitigate the increase in the cost of providing water service. However, there are expenses out of our control such as the price of electricity, insurance, chemicals, and the equipment we use to purify your water which makes up a large part of our operating costs. In addition, due to the age of the system, we have replaced thousands of feet of pipe, as well as numerous hydrants and service connections totaling almost \$8M since 2018. And there is still more to do. In the coming years we will continue to invest in the water infrastructure so that we can deliver the residents of Northbridge the best water possible while also ensuring that the Town can continue to grow and prosper.

The Whitinsville Water Company appreciates your business and thanks you for your support over the years. We intend to return your trust in us by providing our customers with the best possible service and the highest quality water, at the lowest possible rate. Please contact us directly if you have any questions at 44 Lake Street, Whitinsville, MA 01588 (P) 508.234.7358. You may also email us at info@whitinsvillewater.com.

Sincerely –

A handwritten signature in blue ink, appearing to read 'Steven Cheney', is written over a horizontal line.

Steven Cheney
General Manager