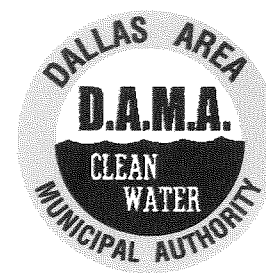


DALLAS AREA MUNICIPAL AUTHORITY

101 MEMORIAL HIGHWAY
SHAVERTOWN, PA 18708-9603

Phone: (570) 696-1133

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Dear Customer,

I am writing to ask for your assistance in tackling a significant challenge we are confronting that, if unmet, will impact our ability to ensure the long-term health of Toby's Creek and to maintain fair and reasonable rates for our approximately 8,600 customers. In short, too much water is entering into our system and much of this excess is coming from residential sump pumps that have been connected to our sewer lines. If we are not able to address this problem, the Authority will be compelled to add or replace current lines or increase storage capacity. These changes will require a significant investment which, ultimately, will result in rate increases for all customers.

The simplest way to address this issue is for all customers who have connected a sump pump to a lateral line to voluntarily remove that connection as soon as possible. It is important to understand that under state law, connecting sump pumps to a sanitary sewer system is illegal. This law is a necessary safeguard for several reasons. Sump pumps are designed to pump groundwater and rain water. Sanitary sewer pipes are designed to carry sewage – not massive volumes of ground water and rain water.

One pump operating half the time in a day would push the same amount of wastewater into a sewer line that 180 homes would in the same period. If two or three neighbors illegally connect their sump pumps to their lateral pipes, the pipes will back up, spilling sewage into basements, washing machines and toilets.

Left unaddressed, we will have no choice but to invest several million dollars to add lines, replace lines or add water storage capacity. Again, I urge any customer who has connected a sump pump to our system to voluntarily remove the pump as quickly as possible.

Please feel free to contact our offices should you have any questions regarding your sump pump. Our goal is to provide as much information as possible to our customers regarding the impact these illegal connections are having on our system.

Thomas G. Keiper
Executive Director

