



The Horsham Water & Sewer Authority (HWSA) appreciates your cooperation and understanding during the precautionary boil water advisory issued on May 31, 2018. Although no contamination of the public water system occurred as a result of this event, in the interest of public health, safety and welfare the precaution was necessary until such time lab results confirmed that there had not been any adverse risk to the public. HWSA's actions were taken in compliance with the Pennsylvania Department of Environmental Protection's Chapter 109 Safe Drinking Water regulations.

As a result of the inconvenience and disruption our customers encountered due to the precautionary boil water advisory, the HWSA will be granting credit for three days of service to all impacted customers. Application of the credit will require special programming in our billing system therefore we hope to begin issuing credits starting in July. The calculation will look at the number of days in the billing period and then take each customer's total charges divided by the days in the cycle to arrive at a daily rate. That daily rate will be credited to your bill for the three days your service was affected by the boil water advisory.

Rest assured the HWSA is conducting a comprehensive review of the events leading up to and throughout the recent advisory, including flaws and breakdowns in the notification and communication process and will implement every corrective action necessary. We will further explore every opportunity to improve the services provided by the HWSA.