

Southern Monroe Water Authority Board of Directors

May 23, 2025

Dear Valued Customer,

We are writing to inform you that the Southern Monroe Water Authority (SMWA) filed a rate adjustment request with the Indiana Utility Regulatory Commission (IURC) on May 15, 2025. We are requesting a 45.45% increase in water rates. This decision was not made lightly, but it is necessary to fund critical improvements that will ensure the continued safety, reliability, and efficiency of our water system.

The requested rate increase will support the following essential projects:

- Booster Station at the Smithville Tank – \$1.4 million
  - Needed to resolve severe capacity issues and ensure consistent water pressure in the southern part of the system.
- EPA Lead and Copper Rule Compliance – \$665,000
  - Required to meet updated federal drinking water safety standards.
- Generator for Fairfax Road Booster Pumps – \$79,000
  - Ensures water service continues during power outages.
- Meter Replacement Program – \$44,000 annually
  - Improves billing accuracy and helps manage water usage efficiently.

We recognize that any rate increase affects our customers, and we want to assure you that this request is directly tied to necessary infrastructure, regulatory compliance, and the long-term dependability of our service. We are committed to transparency and careful stewardship of public resources.

All rate changes in Indiana must be reviewed and approved by the Indiana Utility Regulatory Commission (IURC). The Office of Utility Consumer Counselor (OUCC) participates in this process, representing consumer interests and advocating for fair, justified rates. We have included a formal public notice on the back of this letter. If you have any questions, please reach out to us at [office@southernmonroewater.com](mailto:office@southernmonroewater.com).

Thank you for your understanding and continued support.

Sincerely,

Board of Directors Southern Monroe Water Authority