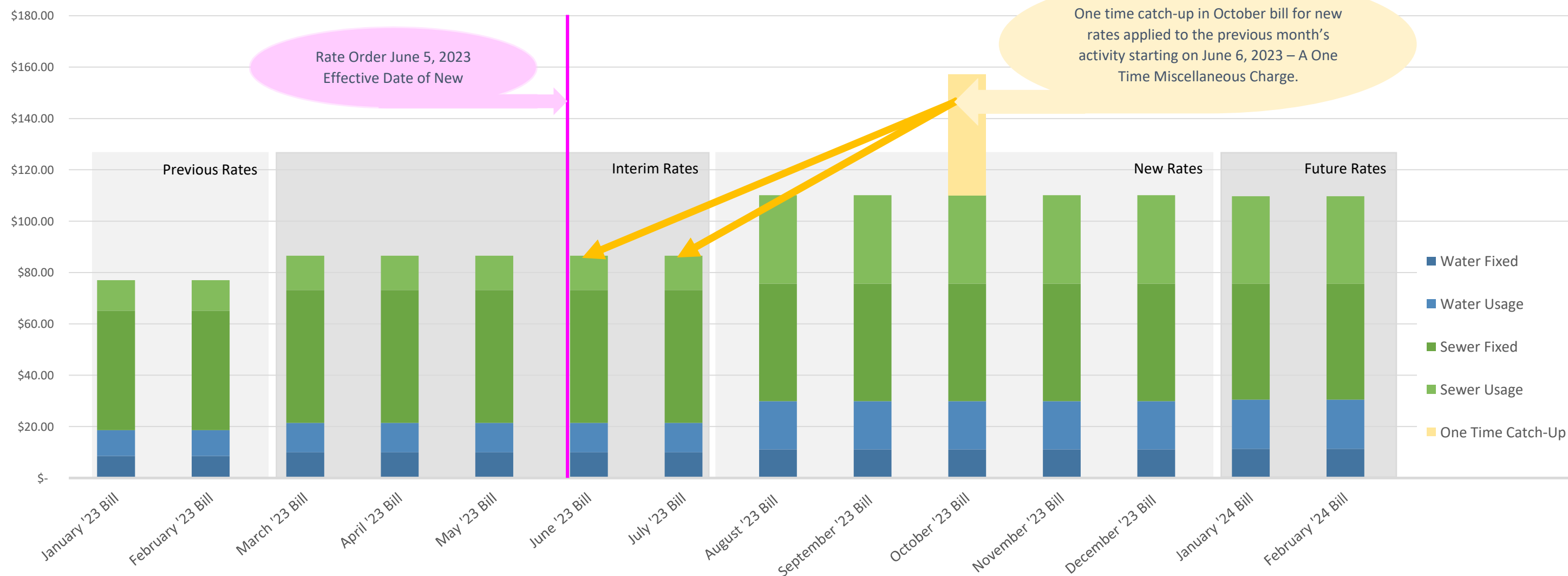


## Tips to Understand the October 2023 One Time Miscellaneous Charge

### Example of Aqua North Carolina Water and Sewer Bills in the Fairways Rate Entity



**Example of Aqua North Carolina Water and Sewer Bills in 2023 for a Fairways water and sewer customer based off 6,500 gallons used per month.**

**Note: Some customers in Fairways may be water or sewer customers only.**

**Customers usage pattern is typically in-line with the history of the account.**

**On July 31, the NC Utilities Commission approved our request for rates to cover our infrastructure investment, with an effective date of June 5. That effective date required us to incorporate one-time additional charge to customer bills to make up for the increased rates from June 5 through July 23, which were not included in customer bills at the time. This one-time charge was added to the October customer bill, under “miscellaneous charge/adjustment.” From this point forward, we expect bills will be in line with the bills customers received in September, reflective of the new rate.**

**The above example can serve as a guide for all customers in Aqua North Carolina service territory.**