

Re: Your Property located at [REDACTED]

Dear Valued Customer,

I am pleased to announce that Metropolitan Sewer Subdistrict, dba MetroConnects, is your new wastewater collection provider and we look forward to providing you with quality service to meet your sewer needs. If you have issues with your service, remember to call MetroConnects before you call a plumber!

**You are in good hands.**

Our focus is to provide you with around-the-clock, safe, reliable wastewater collection service each and every day - and we have the people and technology in place to get the job done. As a new customer, we want to share with you some information about the services we provide, as well as some changes that will be taking place over time.

**Your wastewater collection service is billed monthly.**

In August, you will see wastewater collection charges listed as a line item on your monthly water bill. You will pay a monthly base charge of \$11.72 and a volume charge of \$1.65 per 1,000 gallons of water. The volume charge is based on your actual use of water. If you have a separate irrigation account, you will not be billed by MetroConnects on that meter. *Note: These charges do not replace charges by Renewable Water Resources (ReWa), which safely introduces clean, re-usable water back into the environment through a vigorous treatment process.*

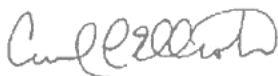
**Benefits of being a MetroConnects customer.**

- Regular investment in our wastewater collection system. We continually evaluate our systems and facilities, prioritize projects, and then make necessary capital investments to improve service.
- High-quality service. Our team of experts has an exceptional track record when it comes to sewer collection service.
- Proactive planning and response. MetroConnects staff maintains its collection system in good operating condition.
- Commitment to our customers and the environment. The collection of wastewater protects public health, the environment, and our greatest resource - water.
- You are automatically enrolled in the Six-Month Savings Program.  
<https://www.metroconnects.org/faqs/does-metroconnects-offer-a-six-month-savings-program/>
- A helping hand for customers in need. Financial assistance is available through Sunbelt Human Advancement Resources, Inc. (SHARE) at 864.269.0700 or visit [www.sharenc.org](http://www.sharenc.org) and through The Salvation Army Help to Community Program (H2C) at 864.235.4803.

**It is a privilege to serve you.**

Call us first - (864) 277-4442. Emergency service is available 24/7 and our customer service representatives are available to answer your questions Monday through Thursday from 8 a.m. to 5 p.m. and Friday from 8 a.m. to 12 p.m. For more information, please visit [www.metroconnects.org](http://www.metroconnects.org). Thank you for taking the time to learn more about us and for allowing us to serve you.

Sincerely,



Carol Elliott, General Manager