

**Fort Wayne City Utilities
200 E. Berry Street, Suite 250
Fort Wayne, Indiana 46802**

December 1, 2014

Dear Aqua Indiana Southwest Water Customer:

Fort Wayne City Utilities is pleased to welcome you as our customer effective on December 4, 2014.

We are committed to providing reliable and high quality water at an affordable price to you as we work together to invest in our neighborhoods, enhance our quality of life, and be a leader in job growth.

We are looking forward to providing you with the same high level of service and great water quality that our existing customers expect and receive. We want to make your transition to City Utilities' service as smooth as possible. To that end, we have been and will continue to work closely with Aqua Indiana to ensure that service interruptions, if any, are minimized and that the switch in drinking water providers is carried out with your safety as our primary goal.

As soon as the sale is closed on December 4, City Utilities will begin the physical transition of customers to City water. The area in Phase 1, shown on the attached map, will be transitioned immediately. All Aqua Indiana southwest customers will be receiving City water through your existing water lines by fall of 2015. City Utilities will send another letter to you when we are close to switching your area to City water. City Utilities will also keep in touch with neighborhood association presidents to let them know when their neighborhood is scheduled to be converted to City water. Scheduling information will also be available on the City's website – www.cityoffortwayne.org -- and through the local news media. We encourage you to stay in touch with your neighborhood association, use the City's website, or call City Utilities for help with any utility questions or concerns you may have.

Enclosed you will find answers to some of the questions you may have about the transition to City water, how and when you will receive your bills and who to call when you need assistance. But I wanted to provide a few specifics here about what you can expect.

You can expect to receive your first water bill from City Utilities for water service around December 20 or 22. The first City Utilities water bill you receive will cover approximately two weeks of water use. (If you are inside the City and have been receiving a City Utilities bill for Garbage and Stormwater you will receive your last bill for these services alone around December 9 or 10. Also, your City Utilities account number will change and you will see a new account number on your first bill that includes Water, Garbage and Stormwater.) You can expect to receive your monthly City Utilities bill in the future around the 17th or 18th of each month. Your next sewer bill from Aqua Indiana, based on water consumption data provided by City Utilities, can be expected around the first week in January.

When you begin to receive your bill from City Utilities, you will have a variety of payment options. You may pay in-person at the Customer Relations Department located on the main floor of Citizens Square at 200 E. Berry Street in downtown Fort Wayne. You may also pay by mail, by automatic debit from your checking or savings account, on-line through the City's website or by phone. Phone payments (either check or credit card) can be made through Choice Pay by calling (877) 306-9265. Please note that Choice Pay does charge a small processing fee for "pay by phone" transactions.

Some sample bill calculations are included in the attachment to give you an idea of how much you may expect to pay for water service from City Utilities. Specific questions about your bills or your new water service may be directed to City Utilities Customer Relations Department at (260) 427-2500.

I applaud the efforts of my City team and Aqua Indiana for coming together to meet the needs of residents and businesses in our community. Since taking office in 2008, I've been committed to finding a solution to the water situation in southwest Fort Wayne.

On behalf of all of the employees of Fort Wayne City Utilities we are pleased to welcome you as a customer and we look forward to serving you.

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas C. Henry". The signature is fluid and cursive, with a long horizontal stroke at the beginning.

Thomas C. Henry
Mayor, City of Fort Wayne