

Dear GSSUD Customers,

In April 2024, the Gastonia Scurry Special Utility District Board of Directors approved a water rate increase, along with a tier restructuring per North Texas Municipal Water District raising the price of water back in October 2023.

Effective on your June 2024 bill, water rates for GSSUD customers will increase a modest amount, depending on monthly usage. Customers will experience an increase from 0-2000 Gallons as a new tier additional with an overall increase at every 1,000 gallons in order, to bring their charges for water more in line with our costs of providing service. Here is a comparison of the previous and new rates with impact details:

Water Bill Calculations	Min Charges	2,000 (gallons)	4,000 (gallons)	10,000 (gallons)
<b>NOTES:</b>	<b>No Change</b>	<b>New Tier</b>	<b>9%</b>	<b>9%</b>
<i>*Please note the new rates will now include a charge for the 1st and 2nd 1,000 gallons used.</i>				
<i>*NTMWD in Oct 2023 increase their rates</i>				
Current Rates	43.4	0	62.33	123.27
New Rates	43.4	12	80.18	166.77
Increase (\$)	0	12	17.85	43.5

The board took great care in considering all factors in deciding on these rate changes, including the increasing costs of maintenance and operation, and both the potential for continuing growth in our population and the possibility of a reduction in our region's economy.

In sharing with you what is changing, the board and staff want you to know what is not changing:

- We continue to be aware of water rates charged in other North Central Texas communities and seek to provide comparable and, in some instances, favorable water rates.
- A trained, experienced, and professional team to serve you.
- Above everything, serving you is our focus - from providing superior water quality and tools for conservation to improved bill design and enhanced overall communications - now and in the future.

All of us at GSSUD are consumers and, like you, don't like increases in the cost of the goods and services upon which we depend. However, delivering safe, reliable water and addressing increasing costs of doing so makes a rate change necessary. We believe that the monthly billing increase that will be experienced by our customers will be necessary, recognizing that previous rates were set in 2022.

As always, please be in touch if you have any questions or thoughts. You can reach us via email at [customerservice@gssud.com](mailto:customerservice@gssud.com) or with a phone call to our Customer Service Representatives at 972-452-3388.

Sincerely,

GSSUD Management