



Penn Waste, Inc., P.O. Box 3066, York, PA 17402 ♦ 717-767-4456 ♦ Fax: 717-801-4684 ♦ [www.pennwaste.com](http://www.pennwaste.com)

August 31, 2020

Newberry Township  
1915 Old Trail Road  
Etters, PA 17319

Dear Newberry Township Supervisors,

It has been determined that Penn Waste has been incorrectly billing the residents of Newberry Township regarding the disposal pricing increase that went into effect on January 1, 2020. We want to sincerely apologize for this error and inform you that we are going to be giving all residents a credit on their next bill covering the cost difference on the error. This will only be for the regular service customers. Customers on the Recycling Only option did not receive the increase due to the tip fee increase mandated by the York County Solid Waste Authority.

The original bid rate for year 1 of the contract was \$71.80 per quarter. This includes the fee that is paid back to the township. The disposal increase should have been for \$.82, making the correct billing amount \$72.62. We have been billing residents \$73.44, which is \$.82 over what should have been billed. In order to rectify this error, each resident on the regular service under the contract will receive a credit of \$2.46 on their next bill, which is determined by taking the overage billed (\$.82) multiplied by the three quarters that they have been overbilled. This will be on the next billing coming up, which covers the 4th quarter of 2020.

We will handle communication to the customers regarding the billing error. I am more than happy to attend the next board meeting and apologize for the issue and answer any questions that you may have. If you should have any questions in the meantime, please do not hesitate to contact me at 717-718-3203 or via email at [jwashok@pennwaste.com](mailto:jwashok@pennwaste.com).

Sincerely,

Joel Washok  
Market Development Representative  
Penn Waste Inc.



Creating a green community together

