

Plainfield Municipal Utilities Authority • 127 Roosevelt Avenue; Plainfield, NJ 07060 • Tel: (908) 226-2518 • Fax: (908) 226-4923

Dear PMUA Customer,

We are experiencing extraordinary times. Over the last year our nation has come face to face with the realities of our struggling economy. The collapse on Wall Street, rapid decline in the housing market, and skyrocketing fuel costs sparked a widespread crisis that engulfed our entire national infrastructure, from top corporate conglomerates to small businesses, to the individual consumer.

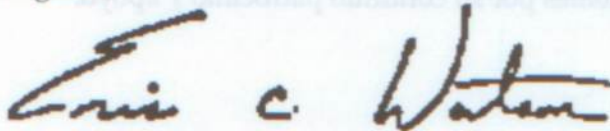
The devastating aftermath of these events, coupled with an increasingly dense city population yielding more waste, and inflated operation costs necessitated our recent service rate increase. This was an unfortunate yet inevitable resolution to continue providing our comprehensive waste management services, and maintaining a quality standard of public health and life for the entire Plainfield community.

We at the PMUA team understand the impact of this struggling economy and empathize with our customers' tireless labor to make ends meet. PMUA employees, the majority of whom are Plainfield residents and many of which are property owners, are also feeling the sting of lay-offs, pay cuts, and other measures taken to reduce expenses and offset our operating budget.

Recently we conducted a customer survey to field questions and incite citizen feedback on ideas that may help us to stabilize our operating costs and service rates in the following years. We received a wealth of responses and will be conducting focus groups designed to further investigate these ideas, and to collect information and opinions from our customers essential to helping us analyze and reshape operation strategies.

I assure you that the PMUA team and our board of commissioners are committed to identifying all possible means to keep our costs and your rates stabilized. We will continue to evaluate trends and developments in our industry to identify more efficient standards which can be used to achieve and maintain this goal. Thank you to everyone who participated in our survey and I extend my sincere appreciation to all our customers for your continued patronage and support.

Regards,

A handwritten signature in black ink that reads "Eric C. Watson".

Eric C. Watson
Executive Director

A faint, light-colored handwritten signature and a circular stamp, likely a carbon copy or a secondary signature, located at the bottom right of the page.