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Update on Water Billing for Berlin Borough and Berlin Township Residents

Dear Residents,

We want to inform you about an issue impacting water billing in our area. Recently, AT&T installed equipment at the Franklin Avenue water tank. Unfortunately, the equipment generated significant noise that interfered with the utility's ability to read customer meters and transmit the readings to the Borough's software. Our software, Sensus (Xylem), operates on the licensed primary frequency range of 900-950 MHz, which AT&T's equipment is also currently using.

We are actively working with AT&T to resolve this matter by adjusting the frequency of their equipment to eliminate this interference.

How does this affect your water bill?

Due to this issue, many water bills for this cycle had to be estimated. Our software provider made every effort to estimate usage based on Cycle 1 of last year's billing data. Please be assured that any estimated accounts will be adjusted accordingly with the July 1st billing cycle.

We appreciate your patience and understanding as we work to address this situation. The water bill due date has been extended to April 18, 2025. If you have any questions or concerns, please do not hesitate to contact us.