

**Application of Pennsylvania-American Water Company for Acquisition of  
the Wastewater Assets of the Township of Exeter  
66 Pa. C.S. §1329  
Application Filing Checklist – Water/Wastewater  
Docket No. A-2018-\_\_\_\_\_**

18. Rates.
- d. Provide a copy of the notification sent to affected customers describing the filing and the proposed rates.

**RESPONSE:**

- d. At Closing, PAWC will send the welcome letter from President Jeffrey McIntyre and new customer brochures to the new customers. Drafts of the residential customer welcome letter and form brochures are attached, but may be subject to change.





Residential  
Dear Customer,

I am pleased to announce that on [DATE], Pennsylvania American Water acquired the wastewater system assets of Exeter Township. We welcome you as a new wastewater customer, and we will continue to provide the same high-quality, reliable water service that Exeter Township residents and businesses have received for years.

Pennsylvania American Water is the largest water and wastewater utility in the state, providing service to approximately 2.4 million people in more than 400 communities. Our company is a subsidiary of American Water, the largest publicly traded U.S. water and wastewater utility company in the nation. Pennsylvania American Water's network of experts and resources across the Commonwealth ensures that we are able to provide high quality, reliable water and wastewater service.

The enclosed welcome booklet provides more information about our company, services, and payment options. Our customer service center is available at 1-800-565-7292 between the hours of 7 a.m. to 7 p.m. Monday through Friday. Additionally, we are also available for emergencies 24 hours a day, 7 days a week by calling 1-800-565-7292. Please visit our website at [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com) for more information.

### **Important Notice About Your Bill**

In the agreement approved by the Pennsylvania Public Utility Commission (PUC), Pennsylvania American Water has adopted Exeter Township's existing wastewater rates. The only changes that will occur will be that Pennsylvania American Water bills monthly, and the billing rates will be based on per hundred gallons rather than the previous per thousand gallons. Additionally, your sewer bill will have two components: a service charge of \$26.23 per month for your first 1,700 gallons, and will also include a charge for any usage that is greater than 1,700 gallons per month, which will be charged at a rate of \$0.938 per hundred gallons. Pennsylvania American Water's wastewater tariff on file with the PUC will apply with respect to all other rates, rules, and regulations of wastewater service. As a regulated utility, our rates, rules, and regulations of service are regulated by the PUC.

As indicated above, you will transition from your current wastewater quarterly billing to a monthly billing cycle, and you will receive a combined monthly bill from Pennsylvania American Water for water and wastewater service. We anticipate that you will receive your first combined water and wastewater bill from Pennsylvania American Water around [DATE].

We are pleased to welcome you as a new wastewater customer. Pennsylvania American Water has been providing high-quality water and wastewater service to homes and businesses for more than a century, and we are committed to providing you with this same standard of excellence.

Respectfully,

Jeffrey McIntyre, President



Sign up for paperless billing. IT'S FREE, CLEAN AND GREEN!



Save time. Cut clutter.

Sign up for paperless billing, and you'll never have to wait and the paper bill again. We'll notify you by email when your bill is available to view online. It's simple, secure, and best of all—free!



Save money too.

Free of boring statements and waiting around? No one will be in your face! Pay program at the same time, in one easy and easy way to ensure you'll bill gets paid on time every time.



Save a tree. Or two. Sign up today at My Account. If you're not yet registered for My Account, just visit [amwater.com/myaccount](http://amwater.com/myaccount). Be sure to have your account number handy.



ABOUT PENNSYLVANIA AMERICAN WATER



Providing high-quality water service and environmental excellence

Pennsylvania American Water monitors water quality every step of the way from the source, through the treatment process and along the thousands of miles of pipeline in our distribution system. In fact, every year we perform millions of water quality tests at our facilities. Water samples are tested and analyzed at American Water's national laboratory and Pennsylvania American Water's decentralized laboratories—staffed by water quality specialists and analysts/operators who are specially trained in quality assurance. Pennsylvania American Water does all of this so that you can feel confident that your water service is of the highest quality and that it complies with state and federal drinking water standards.

We take water quality so seriously that most of our water treatment plants have been nationally recognized with Distinguished Awards for participating in the Environmental Protection Agency's (EPA) Partnership for Safe Water program. This prestigious award recognizes voluntary efforts to raise drinking water quality above regulatory standards. For a complete listing, visit us on line at [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com) and select **Water Quality**.

A hand of support for those in need

It's easy to take water for granted. At Pennsylvania American Water, we don't. Because we understand the value of providing high-quality water and wastewater service and what it means to our customers on a daily basis. Unfortunately, some individuals and families in Pennsylvania are at risk of losing service, because they can't pay their water and/or wastewater bills. For disadvantaged customers who need assistance, Pennsylvania American Water's (PAW) Help to Others Program can help.

Our program offers three main services:

- Assistance grants of up to \$500
- Discount on the monthly service fee
- Water-saving devices for the home and information on how to save water wisely

To apply for or for more information on qualification requirements, contact Pennsylvania American Water's program administrator, the Dollar Energy Fund, toll-free at 1-888-242-2915. If you wish to contribute to the program, simply follow the instructions on your water bill for adding a donation.

Partnering with our communities

Pennsylvania American Water plays an active role in its communities by supporting environmental and educational initiatives related to water. Our involvement ranges from environmental cleanup efforts to educational programs focused on drinking water and source water protection. Our community programs include:
- Environmental Grant Program
- Protect Our Watersheds Art Contest
- Stream of Learning Scholarship Program
- Fighting Support Grant
- Speakers Bureau

Have questions about our service or billing? Call us.

1-800-565-7292
HOURS: Monday-Friday, 7 a.m. to 7 p.m.
FOR EMERGENCIES, We're available 24/7

Check our website, visit our customer center with your bill bill, you can also manage your account online by visiting My Account at [www.amwater.com/myaccount](http://www.amwater.com/myaccount). You can also view your bill, sign up for our Auto Pay or Paperless Billing programs, schedule appointments to talk your water service on or off and view your water usage history. Learn more at [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com).



WELCOME TO PENNSYLVANIA AMERICAN WATER. We deliver quality, care and value in every drop.



Water service is an exceptional value. Water is a life essential resource—you need it every day for almost everything you do. Pennsylvania American Water takes its responsibility to provide reliable water seriously, and that's why we are continually looking for ways to improve the service we deliver. Water and wastewater service is a great value when you consider all that is involved in providing these services.



A MESSAGE FROM OUR PRESIDENT



We are committed to meeting our customers' water and wastewater needs. This brochure will answer questions you may have about our company and the services we provide.

It is my privilege to welcome you as a customer of Pennsylvania American Water, and I thank you for taking a few minutes to learn more about our company, our services and our mission. We are proud to provide quality water and/or wastewater service to approximately 2.4 million Pennsylvanians. In fact, Pennsylvania American Water is the largest water service provider in the Keystone State. Pennsylvania American Water employs approximately 2,400 skilled professionals, ranging from water quality specialists and plant operators to distribution and field service personnel. All employees share one common goal: to provide safe, reliable water and wastewater service around the clock. Through our state-of-the-art laboratories in Pennsylvania and at our national laboratory, we continually conduct water quality tests. Each year we publish a water quality report to our customers, with results that show that our water meets and often surpasses federal and state drinking water standards. We also regularly upgrade our systems and invest millions each year in infrastructure improvements to enhance the quality of services we provide, as well as support job creation and economic development in the communities we serve. We are committed to meeting our customers' water and wastewater needs. This brochure will answer questions you may have about our company and the services we provide. You will find useful information on how to read your bill and what optional payment services we offer. If you still have questions about Pennsylvania American Water or any of our services, our customer service professionals are happy to help you. Please don't hesitate to call.

Sincerely, Jeffrey L. McIntyre, President

Water service is an exceptional value

Water is a life essential resource—you need it every day for almost everything you do. Pennsylvania American Water takes its responsibility to provide reliable water seriously, and that's why we are continually looking for ways to improve the service we deliver. Water and wastewater service is a great value when you consider all that is involved in providing these services.



Visit us online at [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com)

- LIKE US: www.facebook.com/PAWonline
FOLLOW US: @PAWonline
WATCH US: youtube.com/PAWonline
FOLLOW US: @PAWonline

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## SERVICE ARRANGEMENTS

We work hard to make it easy for you to manage your Pennsylvania American Water service, whether you're moving into a new home, having your meter read or arranging for special service.



**Meter reading** - Accurate meter readings are an essential part of our service and help to ensure that you are being billed correctly. Meter readings are also used to detect possible leaks. Estimated reads are performed when necessary, such as in cases of severe weather.

Please help us avoid your water meter readings. If you have an indoor meter, arrange for someone to allow our service person to access the property. If the meter is outside, please keep walkways clear and outdoor pipes away from the device. For customers who have outdoor meters and a guard pipe, access to the pipe should only be granted to Pennsylvania American Water personnel.

**Beginning service** - For properties requiring water service for the first time, a service installation will be set to turn on the water. For properties with previous service, a service person must obtain a meter reading for billing to begin.

**Ending service** - Please inform us at least three days in advance of the date when service is to be stopped, so that we can arrange for a final meter reading and state in your new billing address. Also, please enter this new customer to Pennsylvania American Water so that they can start the process of opening an account. Residential customers can schedule an appointment to have their water service shut off online at [www.pawater.com/myaccount](http://www.pawater.com/myaccount).



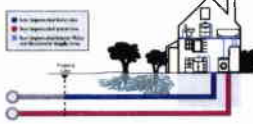
- Protect yourself from utility imposters**
- Ask for company photo ID
  - Look for the logo on uniforms and vehicles
  - Never give cash - our employees never collect credit card information or cash in the field
  - If you're still unsure, call 911
  - Learn more at [pennsylvaniaawater.com](http://pennsylvaniaawater.com)

## Water Line, Sewer Line and In-Home Plumbing Protection Programs

You might not realize it, but as a homeowner, you own the service lines that run through your property\*. Normal wear and tear, temperature variations and dangerous tree roots can cause sudden leaks or breaks in your water line or sewerage pipes and blockages in your sewer line. Sudden or later, major home experience is a daunting prospect, both as a financial stressor and as a disruptive event. When any of these situations happen, you're responsible for the repairs, which can cost you hundreds, even thousands of dollars to repair. Most of all, it's a high-priority insurance policy that can cover these types of repairs.

For a minimal fee, several top producer programs can help you avoid unexpected costly repairs. Made available to you through American Water Resources, LLC, an affiliate of Pennsylvania American Water, these programs set after the scene of mind that comes with knowing that your investment from repairs and the hassle of having qualified contractors. For more information on Water Line, Sewer Line or In-Home Plumbing Protection Programs, call 1-855-758-6134 or visit [AWR.com](http://AWR.com).

\*Typical water line responsibility extends from the property line to your meter and sewer line responsibility ends from the sewer main to your home, but municipalities may vary. Please contact your local government office of service to determine your service line responsibility. If you're in a building, please contact your local government to determine your responsibility.



## BILLING MADE EASY

Your bill is designed to provide the information you need to know about your account. The information below provides to help you understand the charges on your bill. To learn more about your current rates, visit [pennsylvaniaawater.com](http://pennsylvaniaawater.com). Under the Customer Service menu, select "Your Water Rates."

### 1 CUSTOMER ACCOUNT INFORMATION

- **Account Number:** When calling our call center, it's helpful to have your account number handy.
- **Total Due and Due Date:** Indicates current and any past due amounts, and when your bill is due.
- **If Paid After Due Date:** An event fee paid by the due date to avoid late payment charges. Any portion of the water and wastewater charges not paid by the due date is subject to a 5.00% penalty.

### 2 BILLING PERIOD AND METER READINGS

- **Billing Date:** Date the bill was mailed.
- **Billing Period:** Period in which the meter was used and is being billed for.
- **Next reading on/about:** Date(s) of when the next meter reading will take place.
- **Customer Type:** Have the property being served is classified as residential (commercial, industrial).
- **Meter Reading/Billing Measurement:** How your meter is read, and how you are billed. Some customers' meters are read in cubic feet or 1.00 gallons. We bill all customers in 100 gallon increments to make it easier to understand.
- **Meter Chart:** Meter identification number and size as well as the meter reading for the current and previous billing period. We also identify if the reading was an actual read or if it was estimated.
- **Total Water Used and Water Usage Charge:** Amount of water used during the billing period, compared to the same billing period the previous year. If more, this graph will show water usage over the last 12 months.

### 3 PAST DUE AMOUNT (if applicable)

- **Past Balance:** This amount is paid immediately.

### 4 CURRENT CHARGES

- **Current Water Service Charge**
  - **Water Service Charge:** Based on the size of the water meter, this fixed charge represents operating and capital costs related to meters and networks, meter readings, billing and collections.
  - **Water Usage Charge:** This is based on the amount of water used during the billing period. It represents the cost related to operating and maintaining source of supply, pumping, treatment, treatment and distribution facilities, as well as the capital costs associated with in-line facilities.
  - **Current Wastewater Services (if applicable)**
    - **If we own the wastewater system:** The fixed Wastewater Use Charge is based on your water consumption as indicated by your water meter reading. These charges may vary based on the district.



**Other Charges**

- **Distribution System Improvement Charge (DSIC):** This charge helps to fund the replacement of aging water distribution system facilities, such as water mains, valves and fire hydrants. Accelerating needed infrastructure improvements benefits customers through improved service reliability, water quality and fire protection. The DSIC is approved by the PUC and applied every three months based on work completed. It is not charged 7.5 percent of the water service charge.
- **Wastewater DSIC:** This charge funds the replacement of aging wastewater collection system facilities. The fee must be pre-approved by the PUC. The charge is adjusted quarterly and will not exceed 5 percent of the wastewater bill.
- **Rate Tax Adjustment Surcharge:** This PUC approved surcharge is a pass-through fee that allows the company to recover costs associated with rate tax adjustments.
- **This section also includes charges for optional services, including contributions to the #20 Help to Others program, as well as the service line and in-home plumbing protection programs.**

**5 PAYMENT OPTIONS**  
List of payment options available to pay your bill. This list will appear only when payment is due.

## PAYMENT MADE EASY

### Pay by Mail

Mail your check to the address provided on your bill, include the pre-addressed payment stub, write your account number and address on your check or money order, and use the envelope provided. Please do not send paper checks, stamps or cash.

### Pay Automatically - No Stamps Required

Save on postage by enrolling in our recurring Auto Pay Program, and your bill will be paid automatically on time every month. To set up your recurring payments, contact us on the date it's due. No stamps required. No checks to write. Customers can sign up for this program online at [www.pawater.com/myaccount](http://www.pawater.com/myaccount). Or you can complete the form on the right and mail it back to the address provided.

### Pay Online or by Phone

Pay your bill online with an e-check, credit card or debit card at [www.pawater.com](http://www.pawater.com) or by calling 1-855-748-6086. Be sure to have your account number handy. NOTE: Our payment partner, Paymentus, charges \$1.99 per transaction for e-check, credit card and debit card payments. There is no charge to pay by e-check through My Account at [www.pawater.com/myaccount](http://www.pawater.com/myaccount).

### Pay in Person

Pennsylvania American Water has agreements with businesses across the state where you can pay your bill in person. For a listing of authorized payment locations, visit [pennsylvaniaawater.com](http://pennsylvaniaawater.com). Under Customer Service, select "Billing & Payment Information."

### Pay Through a Third Party

If someone handles paying your bills, such as a relative, trustee or social service organization, we can send a copy of your bill, as well as any reminder, postcard and shut-off notices, to that third party. Call the customer service center phone number provided on the bottom of your bill to arrange for this service.

## How should we reach you in an emergency?

**Pennsylvania American Water uses a high-speed mass notification system called "CodeRED" to keep customers informed about water-related emergencies and notifications.** Once you receive your account number on your first bill, log on to our Web self-service portal, **My Account** ([www.pawater.com/myaccount](http://www.pawater.com/myaccount)) to make sure your contact information is up to date. While you're there, tell us how you prefer to receive your alerts and notifications: phone, text and/or email.

\* Standard text, data and phone rates may apply.



## Rights and responsibilities

High-quality, reliable water service is more than a goal of ours—it's the goal of every customer. Learn more about your rights and responsibilities in a free booklet called "Rights & Responsibilities as a Water Utility Customer." Information provided includes:

- How to recognize that your bill is too high
- When you might have to pay a security deposit
- Paying for water service after moving
- When your bill is estimated
- How to read your water meter
- What to do if you can't pay your bill
- When your service can be shut off
- Penalties for late payment

To obtain a free copy of this booklet, visit us online at [www.pennsylvaniaawater.com](http://www.pennsylvaniaawater.com). Under the Customer Service menu, select "Rights & Responsibilities." Customers can also call a Customer Service Center at 1-800-565-7282.



## AUTO PAY (electronic funds transfer) AUTHORIZATION

If you prefer to enroll online, visit [www.pawater.com/myaccount](http://www.pawater.com/myaccount) to set up to have your account number, funds, if you do not, contact us at our web self-service program.

**(Please print information below as shown on bill)**

Name: \_\_\_\_\_  
Billing Address (as shown on bill): \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
For service to (if different from above): \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Pennsylvania American Water Account Number: \_\_\_\_\_

I, the undersigned, do hereby authorize Pennsylvania American Water to participate in Pennsylvania American Water's electronic funds transfer program, called Auto Pay Program, to automatically transfer from my bank account to Pennsylvania American Water's account to pay my bill on the date that my bill is due.

I understand that the company will send me a copy of my bill or invoice if available online to viewing. If I am enrolled in automatic billing, I am aware so that I will know the amount that will be deducted from my bank account. I understand the amount due on my bill will be transferred automatically from my bank account to the utility's account on my bill. I also understand that my bill may contain charges related to service as authorized by the company's utility service rules and/or wastewater utility, as well as related to other services as I may authorize.

If I receive a statement with a wastewater bill from the company, I acknowledge that to be eligible to participate in the company's Auto Pay Program, I agree to pay the amount due for the combined water and wastewater bill and that partial bill payments will not be accepted.

I acknowledge that banking fees may be applied for overdraft/returned checks.

I understand that the individual's funds herein will be used solely for the purposes of the automatic payment service and understand that it may take up to 30 days to process the service transfer to design.

I understand that I may cancel my participation in Auto Pay Program at any time without fees or charges. If I decide to discontinue my participation, I must notify the company and understand that it may take up to 30 days to process the request. I authorize the company to restrict my financial institution's access to my bank to make a bill payment from the following account on the date the bill is due:

Name of Bank, Savings & Loan or Credit Union: \_\_\_\_\_  
Routing or Checking Account Number: \_\_\_\_\_  
Account Holder Name (please print): \_\_\_\_\_  
Bank Account Holder's Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

**Note for commercial accounts:** Commercial account requests must be accompanied by a statement from the account holder's bank or bank letterhead indicating that the signature on the form is the approved signature for the commercial account of the bank. This letter must be signed by a bank officer.

Please mail your completed form to:  
Pennsylvania American Water, PO Box 518, Allentown, PA 18102  
You may also fax this form to 1-610-434-4509 or email it to [efp@pawater.com](mailto:efp@pawater.com).  
Have questions? Contact our Customer Service Center at 1-800-565-7282, M-F 9 a.m. to 7 p.m.



# Responsible Utility Customer Protection Act

In 2014, The General Assembly passed and the Governor signed House Bill 939/Act 155 of 2014, to reauthorize the 10-year-old "Responsible Utility Customer Protection Act," Chapter 14 of the Public Utility Code for another 10 years. The new law revised some Chapter 14 provisions related to low-income programs, Protection from Abuse Orders and medical certificate filings, and added some new regulations and reporting requirements. Chapter 14 rules apply to cash deposits; reconnection of service; termination of service; payment arrangements; and the filing of termination complaints by consumers for electric, gas and water. Under the law, a customer can only establish one payment arrangement with the PUC. The utility company has the discretion to offer more than one payment arrangement. The Public Utility Commission will work beginning in early 2015 to implement the new law with new and amended regulations, and continue to work with all parties to ensure compliance with the law, as well as protect the health and safety of Pennsylvanians. The Act protects responsible bill-paying customers from rate increases attributable to the uncollectible accounts of customers that can afford to pay their bills, but choose not to pay.

This fact sheet is designed to provide you with very important information regarding how the Act affects you and your utility service.

Your water company can **SHUT OFF** your service if you **FAIL** to do the following:

- ✓ **PAY YOUR BILL**
- ✓ **FOLLOW THROUGH ON PAYMENT ARRANGEMENTS**
- ✓ **PAY A DEPOSIT, IF REQUIRED**
- ✓ **ALLOW THE COMPANY ACCESS TO ITS EQUIPMENT**

Before your service is shut off, your water company will take the following steps:

- Send you a 10-Day Notice. Once you get the notice, the utility company has up to 60 days to shut off your service.
- Attempt to contact you three days prior to your shut-off date.
- During winter months (December 1 through March 31), if the utility company cannot reach you at the time of termination, they will leave a 48-hour notice at your residence.

### Winter Termination

Water service that is not used in the heating of a household can be terminated during the winter months (December 1 through March 31). All income levels are subject to winter termination unless the water is used in heating. Heat-related water service cannot be terminated without PUC approval.

The water company can **SHUT OFF YOUR SERVICE WITHOUT GIVING YOU NOTICE** for the following reasons:

- ✓ **STEALING WATER SERVICE**
- ✓ **GETTING SERVICE THROUGH FRAUD**
- ✓ **TAMPERING WITH YOUR METER**
- ✓ **UNSAFE SERVICE CONDITIONS**
- ✓ **GIVING THEM A BAD CHECK TO STOP TERMINATION**

Your water service can be shut off any weekday, except Friday.

If your water service is shut off, the utility company will leave a notice telling you what you need to do to get your service restored.

### Medical Certification

Your water service will not be shut off if you or someone living in your home is certified as seriously ill by a licensed physician, physician's assistant or nurse practitioner. The utility company will require you to provide a letter from a licensed physician, physician's assistant or nurse practitioner stating that shutting off your water service will harm the ill person in the home.

The initial medical certification can be up to 30 days, with renewals possible.

**You are still responsible to pay your bill even if there is a medical certificate for someone in your home.**



If your service is shut off in the winter (December 1 through March 31), your water service will be restored within 24 hours after you pay the bill and meet any other conditions of the utility company. Your service will be restored within three to seven days after you pay the bill and meet any other conditions of the utility company during the remaining months.

If your service is shut off, any adult who lived at the residence will be responsible to pay all or part of the overdue bill if that adult wants service restored in their name. Adult occupants include those over 18 years of age who lived with you during the time the outstanding balance accrued. If the utility company determines that an adult lived at the property by checking names on your mortgage, deed, lease or information from a credit reporting service, that adult will be responsible to pay all or part of the overdue bill. Payment to restore your service will depend on your household income and payment history.

#### In order to obtain new service or to reconnect service:

- You may be required to pay a deposit and a reconnect fee.
- If you have broken two or more prior payment arrangements, the utility company can require you to pay the full balance of your bill.
- Your water company may require you to provide proof of income.



#### The water company can require you to pay a deposit if:

- You do not have good credit or if you have good credit, but have a bad payment history with the utility company.
- You are shut off for an overdue bill.
- If you miss or pay your bill late for two consecutive payments or three times in a 12-month period, you may have to pay a deposit.
- If you are eligible for a Customer Assistance Program (CAP), the utility should not require a deposit.

#### The amount of your deposit may be equal to two average monthly bills.

**UNDER THE LAW, A CUSTOMER CAN ONLY ESTABLISH ONE PAYMENT ARRANGEMENT WITH THE PUC. THE UTILITY COMPANY, HOWEVER, DOES HAVE THE DISCRETION TO OFFER MORE THAN ONE PAYMENT ARRANGEMENT TO THE CUSTOMER.**

- You must first contact your utility company to file a complaint or request payment arrangements. You have the right to decline the company's payment arrangement. While the PUC previously could use discretion in setting the terms of payment arrangements, under the Act, the PUC is provided with set payback periods based upon income level.
- If you break a payment arrangement you made with the company, the PUC may establish a payment arrangement using the pre-set payback amounts based upon income levels outlined in the Act. If you break a PUC payment arrangement, the PUC cannot help you unless your income level changed or you have a significant change in circumstances, such as:
  - Onset of chronic or acute illness that results in a significant loss of income.
  - Catastrophic damage to residence that resulted in significant cost to customer.
  - Loss of customer's residence.
  - Increase in the customer's number of dependents in the household.
- The utility company will work with you and explain programs that may help you depending on your income or hardship situation.
- If the outstanding balance that you owe includes unpaid charges from participation in a Customer Assistance Program (CAP), the law does not allow the PUC to establish a payment arrangement on your behalf. For those eligible to participate in a CAP, the CAP payment is usually the lowest monthly payment a utility company or the PUC can arrange for you. Your utility company determines your CAP payment by your household income and size.
- **Third Party Notification** - The third-party notification program provides additional protection against utility service shut-off. The program protects individuals who may either be away from their home for an extended time period or those who may not understand the utility company's guidelines. The program allows consumers to choose another person to receive copies of shut-off notices that are sent to them for non-payment of overdue utility bills. That person (family member or close friend) are made aware of situation before shut-off. The third party is not responsible for paying the bill. For more information about Third Party Notification contact your utility company.
- If you have a Protection from Abuse (PFA) order or a court order that provides clear evidence of domestic violence, you may receive special protections. If you need help, please contact your utility.

#### FOR FURTHER INFORMATION, CONTACT THE PUBLIC UTILITY COMMISSION:

**Write**  
PA Public Utility Commission  
Bureau of Consumer Services  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Visit our website**  
[www.puc.pa.gov](http://www.puc.pa.gov)

**Call**  
1-800-692-7380  
TTY 1-877-710-7079  
(for people with speech or hearing loss)

 @PA\_PUC  
 PA PowerSwitch

