

**Application of Pennsylvania-American Water Company for Acquisition of  
the Water Assets of the Steelton Borough Authority**

**66 Pa. C.S. § 1329**

**Application Filing Checklist – Water/Wastewater**

**Docket No. A-2019-\_\_\_\_\_**

18.

Rates.

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

**RESPONSE:**

- d. Attached is a letter that will be sent by PAWC to its customers. Also, attached is a letter that will be sent by Steelton to its customers.

Please note that both letters include a blank for the due date for protests and notice of intervention. PAWC asks that the Secretarial Letter conditionally accepting the Application indicate the due date for protests and notices of intervention.

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

## NOTICE OF PROPOSED ACQUISITION AND RATE BASE ADDITION

Dear Customer:

On January 15, 2019, the Pennsylvania Public Utility Commission (PUC) conditionally accepted for filing the application of Pennsylvania American Water (PAW) for approval to acquire the Steelton Borough Authority (Steelton) water system assets. Steelton serves approximately 2,472 customers in Dauphin County, Pa. PAW's application also requests that the PUC authorize an addition of up to \$22.5 million to PAW's rate base pursuant to 66 Pa. C.S. § 1329. A utility's rate base is the value of property used by the utility to provide service to its customers and is one of several components used to establish a utility's customer rates. This acquisition will not immediately, but may in the future, affect your water or wastewater bill. The PUC will issue a decision on the application on or around [6 months after final acceptance].

PAW is not requesting a rate increase as part of the acquisition. Your rates will not change until the conclusion of PAW's next rate case where PAW requests and receives PUC approval to increase its rates. At this time, it is unclear when PAW will file its next rate case and what the impact of the Steelton acquisition may be on your rates.

### ACTIONS YOU CAN TAKE

The PUC is the state agency that reviews proposed acquisitions and proposed rates. You can support or challenge PAW's request by:

- 1) Sending a letter to the PUC. You can tell the PUC why you support or object to PAW's acquisition of Steelton's water system in your letter. This information can be helpful when the PUC investigates the application. Send your letter to the Pennsylvania Public Utility Commission, Post Office Box 3265, Harrisburg, PA 17105-3265.
- 2) Filing a protest or a petition to intervene. If you want to be a party to the case, you must file a protest or a petition to intervene. You then have an opportunity to take part in all the hearings about the proposed acquisition. You can receive copies of all materials distributed by the other parties. Protests and petitions to intervene must be filed in accordance with 52 Pa. Code (relating to public utilities) on or before [Date]. Filings must be made with the Secretary of the Pennsylvania Public Utility Commission at P.O. Box 3265, Harrisburg, PA 17105-3265, with a copy served on PAW's counsel at Pennsylvania American Water, Attn: Susan Simms Marsh, Deputy General Counsel, 800 West Hersheypark Drive, Hershey, PA 17033.

The documents filed in support of the application are available for inspection and copying at the Office of the Secretary of the PUC between 8 a.m. and 4:30 p.m., Monday through Friday, on the PUC's website at [www.puc.pa.gov](http://www.puc.pa.gov) and at PAW's offices at 800 West Hersheypark Drive, Hershey, PA 17033. The PUC docket number is A-2019- [redacted].



## NOTICE OF PROPOSED ACQUISITION AND RATE BASE ADDITION

Dear Customer:

On January \_\_, 2019, the Pennsylvania Public Utility Commission (PUC) conditionally accepted for filing the application of Pennsylvania American Water (PAW) for approval to acquire the Steelton Borough Authority (Steelton) water system assets. PAW serves 659,930 water customers across Pennsylvania. Additionally, PAW furnishes wastewater service to 65,076 customers across Pennsylvania. PAW's application also requests that the PUC authorize an addition of up to \$22.34 million to PAW's rate base pursuant to 66 Pa. C.S. § 1329. A utility's rate base is the value of property used by the utility to provide service to its customers and is one of several components used to establish a utility's customer rates. This acquisition will not immediately, but may in the future, affect your water bill. The PUC will issue a decision on the application on or around [6 months after final acceptance].

PAW is not requesting a rate increase as part of the acquisition. With the exception of fire service rates, your base water rates will not increase until the conclusion of PAW's next rate case where PAW requests and receives PUC approval to increase its rates or such time as PAW receives approval from the PUC to recover eligible Steelton water system improvements through a Distribution System Improvement Charge. At this time, it is unclear when PAW will file its next rate case and what the impact of the acquisition may be on your rates.

### ACTIONS YOU CAN TAKE

The PUC is the state agency that reviews proposed acquisitions and proposed rates. You can support or challenge PAW's request by:

- 1) Sending a letter to the PUC. You can tell the PUC why you support or object to PAW's acquisition of Steelton's water system in your letter. This information can be helpful when the PUC investigates the application. Send your letter to the Pennsylvania Public Utility Commission, Post Office Box 3265, Harrisburg, PA 17105-3265.
- 2) Filing a protest or a petition to intervene. If you want to be a party to the case, you must file a protest or a petition to intervene. You then have an opportunity to take part in all the hearings about the proposed acquisition. You can receive copies of all materials distributed by the other parties. Protests and petitions to intervene must be filed in accordance with 52 Pa. Code (relating to public utilities) on or before [Date]. Filings must be made with the Secretary of the Pennsylvania Public Utility Commission at P.O. Box 3265, Harrisburg, PA 17105-3265, with copies served on Steelton's counsel at McNeese Wallace & Nurick LLC, Attn: Kathy Pape and Adeolu Bakare, 100 Pine Street, Harrisburg, PA 17101 and PAW's counsel at Pennsylvania American Water, Attn: Susan Simms Marsh, 800 West Hersheypark Drive, Hershey, PA 17033.

The documents filed in support of the application are available for inspection and copying at the Office of the Secretary of the PUC between 8 a.m. and 4:30 p.m., Monday through Friday, on the PUC's website at [www.puc.pa.gov](http://www.puc.pa.gov) and at PAW's offices at 800 West Hersheypark Drive, Hershey, PA 17033. The PUC docket number is A-2019-\_\_\_\_\_.





Residential  
Dear Customer,

I am pleased to announce that on [DATE], Pennsylvania American Water acquired the water system assets of Steelton Borough Authority. We welcome you as a new water customer.

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 Steelton Borough Authority's existing water rates. The only changes that will occur will be that Pennsylvania American Water bills monthly. Pennsylvania American Water's water tariff on file with the PUC will apply with respect to all other rates, rules, and regulations of water 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 water quarterly billing to a monthly billing cycle, and you will receive a monthly bill from Pennsylvania American Water for water service. We anticipate that you will receive your first water bill from Pennsylvania American Water around [DATE].

We are pleased to welcome you as a new water 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 receive more bills and statements online. You'll save time by not having your bills or statements mailed to you. It's available in your state. It's simple, secure, and—best of all—free!



## Save money too.

Most of the bills you receive are subject to late charges in our state. By getting all the same bills in one place, you can avoid late charges. It's the best and easiest way to "get the same your bill" and on time, every time.



## Save a tree, or two.

Sign up for paperless billing, and you'll help reduce the amount of paper used in the production of bills. It's a small step, but it's a big one. Be sure to have your account number handy.

**PENNSYLVANIA AMERICAN WATER**  
www.pennsylvaniaamericanwater.com

Facebook Twitter LinkedIn YouTube

© 2013 Pennsylvania American Water. All rights reserved. Pennsylvania American Water is an Equal Opportunity Employer.

## ABOUT PENNSYLVANIA AMERICAN WATER



### Providing high-quality water service and environmental excellence

Pennsylvania American Water receives water quality and environmental awards and recognition for its commitment to providing high-quality water and wastewater services to its customers. In fact, every year we receive national water quality awards from the American Water Works Association (AWWA) and the American Water Works Association's Environmental Excellence Award. We're recognized nationally and internationally for our commitment to environmental excellence. We're also recognized for our commitment to providing high-quality water and wastewater services to our customers. We're proud to be a leader in the industry.

### A hand of support for those in need

As one of the largest water providers in Pennsylvania, we don't just provide water and wastewater services to our customers. We also provide support for those in need. We have a variety of programs in place to help our customers who are experiencing financial hardship. We also have a variety of programs in place to help our customers who are experiencing environmental issues. We're committed to providing high-quality water and wastewater services to our customers, and we're committed to providing support for those in need.

### Partnering with our communities

Pennsylvania American Water lives an active role in its communities. We're committed to providing high-quality water and wastewater services to our customers, and we're committed to providing support for those in need. We have a variety of programs in place to help our customers who are experiencing financial hardship. We also have a variety of programs in place to help our customers who are experiencing environmental issues. We're committed to providing high-quality water and wastewater services to our customers, and we're committed to providing support for those in need.

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



**PENNSYLVANIA AMERICAN WATER**



High-quality water service and value in every drop. Call us today at 800-447-6633.

**PENNSYLVANIA AMERICAN WATER**  
www.pennsylvaniaamericanwater.com

Facebook Twitter LinkedIn YouTube

© 2013 Pennsylvania American Water. All rights reserved. Pennsylvania American Water is an Equal Opportunity Employer.

## 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's my privilege to welcome you as a customer of Pennsylvania American Water.

Thank you for choosing Pennsylvania American Water. We're committed to providing high-quality water and wastewater services to our customers, and we're committed to providing support for those in need. We have a variety of programs in place to help our customers who are experiencing financial hardship. We also have a variety of programs in place to help our customers who are experiencing environmental issues. We're committed to providing high-quality water and wastewater services to our customers, and we're committed to providing support for those in need.

### Water service is an exceptional value

Water is the essential resource you need every day for almost everything you do. It's no surprise that we're committed to providing high-quality water and wastewater services to our customers, and we're committed to providing support for those in need. We have a variety of programs in place to help our customers who are experiencing financial hardship. We also have a variety of programs in place to help our customers who are experiencing environmental issues. We're committed to providing high-quality water and wastewater services to our customers, and we're committed to providing support for those in need.

**PENNSYLVANIA AMERICAN WATER**  
www.pennsylvaniaamericanwater.com

Facebook Twitter LinkedIn YouTube

© 2013 Pennsylvania American Water. All rights reserved. Pennsylvania American Water is an Equal Opportunity Employer.

## 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, leaving your meter read or arranging for special service.



### 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. Many water and sewer companies' warranties and coverage end at the curb or at the street. At Pennsylvania American Water, we offer you sewer line, sewer or block main home waterline and sewer coverage, such as a burst pipe, an overflow, or a blockage, that's your responsibility for the entire length of your service line, even thousands of dollars worth of damage.

**Meter reading:** Almost a meter, including the gas essential part of our service and help to ensure customer safety. We'll read your meter for you, or you can read it yourself. We'll provide you with a meter reading device, so you can read your meter when you're not home. Estimated meter readings are provided when necessary, such as in cases of sewer weather.

Please call us to check your meter reading device. If you have an older meter, please call us for assistance to allow us to read your meter. We'll provide you with a meter reading device, so you can read your meter when you're not home. Estimated meter readings are provided when necessary, such as in cases of sewer weather.

**Emergency services:** Our plumbers are available 24 hours a day, 7 days a week, to respond to your emergency plumbing needs. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.



**Plumbing Insurance:** We offer plumbing insurance to help protect your investment in your home. Our plumbing insurance covers the cost of damage to your plumbing system, including pipes, fixtures, and appliances. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.

## BILLING MADE EASY

You will be assigned a provider to provide the meter when you believe or intend to help you understand the charges on your water bill. In some cases, you may be assigned a provider to help you understand the charges on your water bill.

- 1 CUSTOMER ACCOUNT INFORMATION**  
A customer account number is assigned to each customer. This number is used to identify your account and is used to track your usage and charges.
- 2 BILLING PERIOD AND METER READINGS**  
Billing periods are typically 30 days long. Meter readings are taken at the end of each billing period to determine your usage and charges.
- 3 PAYMENT OPTIONS**  
We offer several payment options, including automatic payments, online payments, and payments by mail.
- 4 PAYMENT SCHEDULE**  
Payments are due on the 15th of each month. Late fees are assessed if payments are not received by the due date.



- 4 PAYMENT SCHEDULE**  
Payments are due on the 15th of each month. Late fees are assessed if payments are not received by the due date.
- 5 PAYMENT OPTIONS**  
We offer several payment options, including automatic payments, online payments, and payments by mail.
- 6 PAYMENT SCHEDULE**  
Payments are due on the 15th of each month. Late fees are assessed if payments are not received by the due date.
- 7 PAYMENT SCHEDULE**  
Payments are due on the 15th of each month. Late fees are assessed if payments are not received by the due date.

**Other Changes**  
• **Dimension System Improvement Change (DSIC):** This program helps us improve our water service by installing new meters and fixtures. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.

• **Water Main Replacement:** We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.

• **Water Main Replacement:** We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.

## PAYMENT MADE EASY

Make your payments easier by choosing from several payment options. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.

- Pay by Mail:** We'll send you a bill with a payment stub. You can mail it back to us.
- Pay Automatically - No Checks Required:** We'll bill you automatically and charge your account.
- Pay Online or by Phone:** You can pay your bill online or by phone.
- Pay Through a Third Party:** You can pay your bill through a third party.

**How should we reach you in an emergency?**  
Pennsylvania American Water uses a 24-hour emergency system called "Call-It-Right" to help customers with plumbing emergencies. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.

**Auto Pay (electronic funds transfer) AUTHORIZATION**  
If you prefer to pay your bill electronically, you can authorize us to debit your account. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.

## RIGHTS AND RESPONSIBILITIES

High-quality service and customer satisfaction are our top priorities. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.

- Customer Responsibilities:** You are responsible for maintaining your property and reporting any plumbing issues.
- Company Responsibilities:** We are responsible for providing reliable water and sewer service.

**How should we reach you in an emergency?**  
Pennsylvania American Water uses a 24-hour emergency system called "Call-It-Right" to help customers with plumbing emergencies. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.

**Auto Pay (electronic funds transfer) AUTHORIZATION**  
If you prefer to pay your bill electronically, you can authorize us to debit your account. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.

## AUTO PAY (electronic funds transfer) AUTHORIZATION

If you prefer to pay your bill electronically, you can authorize us to debit your account. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.

PAID TO: Pennsylvania American Water, Inc.  
 ADDRESS: 1000 North 10th Street, Harrisburg, PA 17102  
 PHONE: 717-655-7200  
 FAX: 717-655-7200  
 E-MAIL: [customerservice@paawater.com](mailto:customerservice@paawater.com)

**How should we reach you in an emergency?**  
Pennsylvania American Water uses a 24-hour emergency system called "Call-It-Right" to help customers with plumbing emergencies. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.

**Auto Pay (electronic funds transfer) AUTHORIZATION**  
If you prefer to pay your bill electronically, you can authorize us to debit your account. We'll be there to help you with any plumbing emergency, including sewer backups, water leaks, and other plumbing issues.





# 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

