

Susan Simms Marsh

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VIA eFiling

November 1, 2019

Rosemary Chiavetta, Secretary
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Application of Pennsylvania-American Water Company Pursuant to Sections 1102 and 1329 of the Public Utility Code for Approval of its Acquisition of the Water System Assets of the Steelton Borough Authority

Docket No. A-2019-3006880

Dear Secretary Chiavetta:

Pennsylvania-American Water Company ("PAWC") closed on the acquisition of the Steelton Borough Authority's assets, properties and rights related to its water system on October 9, 2019.

As directed in Ordering Paragraph 4.k. of the Commission's Order entered October 3, 2019, this letter is to confirm that PAWC provided the following information to PAWC's new customers in the areas of the Borough of Steelton and a portion of the Township of Swatara, Dauphin County:

October 16, 2019 – mailed welcome letter and new customer booklet that included a description of available low-income programs and PAWC's contact information (copies attached).

November 1 – November 30, 2019 – H₂O bill insert that included a description of available low-income programs, eligibility requirements for participation in the programs and PAWC's contact information (copy attached).

If you require any additional information, please do not hesitate to contact me.

Sincerely,



Susan Simms Marsh

Attachments

cc. Office of Consumer Advocate
Bureau of Investigation and Enforcement
Office of Small Business Advocate
Bureau of Technical Utility Services
Marie Intrieri (Bureau of Technical Utility Services)



October 9, 2019

We're proud to be your new water service provider.

Dear Valued Customer,

I am pleased to announce that Pennsylvania American Water completed the acquisition of Steelton Borough Authority's water system. We have been providing high-quality, reliable service to customers for more than a century, and we're committed to delivering that same standard of excellence to you.

You're in good hands.

Our focus is to provide you with around-the-clock, safe, reliable water service each and every day – and we have the people and technologies in place to get the job done right. As our new customer, we wanted to share with you some information about the services we provide, as well as some changes that will be taking place over time.

About your rates.

We've adopted Steelton's existing water rates, so there will be no changes to your current charges. Because Pennsylvania American Water is regulated by the Pennsylvania Public Utility Commission, any future proposed changes in water rates will be subject to extensive governmental review and approval. For more information about rates, visit pennsylvaniaamwater.com/rates.

We're transitioning you to monthly billing.

Previously, you were billed quarterly for water service. Beginning in November, we'll be transitioning you to monthly billing. This is preferred by many customers, because providing 12 smaller bills instead of four larger bill makes it easier for customers to include the cost of water service in their monthly household budgets.

Here's how the billing transition will work.

Your meter will be read within three days after close. The Steelton Borough Authority will send you a bill for your water services received through that meter read date. Payment for this final bill and any prior outstanding balance should be mailed to the Authority as indicated on the bill.

You will receive your first bill from Pennsylvania American Water in November. This bill will cover service fees and usage charges for water service received from the October meter read date through the November meter reading date. This bill will be due and payable to Pennsylvania American Water. You will then be billed on a monthly basis thereafter. **Please note:** Steelton Borough will not be accepting payments on our behalf. If you prefer to pay in person, Pennsylvania American Water does have agreements with several authorized payment locations across the state, including the Wal-Mart located at 6535 Grayson Road in Harrisburg. For a complete listing, visit us online. We also have several other convenient payment options listed in the enclosed brochure.

Additional benefits of being a Pennsylvania American Water customer.

- **Regular investment in our water systems.** We continually evaluate our systems and facilities, prioritize projects and then make necessary capital investments to improve service. Statewide, we invested more than \$365 million in 2018 alone to improve the water and wastewater treatment and pipeline systems. Locally, over the next 10 years, Pennsylvania American Water plans to invest approximately \$36 million in improvements to Steelton's water system.
- **Paperless Billing and Auto Pay.** Enroll in Paperless Billing, and we'll notify you by email when your bill is available to view online. Take it one step further and sign up for our recurring Auto Pay. Your bill will be paid on time, every time, directly from your checking or savings account AUTOMATICALLY! No checks to write and no stamps required. Both of these services are free, and you can discontinue them at any time. It's easy to enroll online using our web self-service tool My Account at myaccount.amwater.com. All you need is your account number, which you will receive with your first bill.

Continued on reverse

WE KEEP LIFE FLOWING™

- **High-quality service.** Our team of water quality experts and licensed operators has an exceptional track record when it comes to water quality. We perform thousands of tests each year for about 100 regulated contaminants. These tests are performed at our in-house quality control laboratories, and we have access to American Water's Belleville Lab, one of the most advanced water quality laboratories in the U.S. We monitor water quality every step of the way, from source to tap, and we know what it takes to provide water service that meets or surpasses state and federal drinking water standards.
- **Emergency notification system.** In case of emergencies, we use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit myaccount.amwater.com to choose how you want to be notified and update your contact information.
- **Commitment to our customers and the environment.** We promote wise water use, support environmental programs and offer water experts to speak to your school, civic and neighborhood groups.
- **A helping hand for customers in need.** Through our H2O Help to Others Program™, we offer financial assistance to help customers who qualify pay their water bill.

We're here to answer your questions.

Our customer service representatives are available to answer your questions at 1-800-565-7292, Monday through Friday from 7 a.m. to 7 p.m. For emergencies: we're available at this number 24/7.

You can also access My Account anytime to view and pay your bill, track water use, and sign up for paperless billing and more. Visit myaccount.amwater.com to register. It's that easy. Be sure to have your account number handy.

It's a privilege to serve you.

We are excited to be your new water service provider. For more information, please review the enclosed welcome packet. We also invite you to visit us online at pennsylvaniaamwater.com or like us on Facebook at fb.com/pennsylvaniaamwater.

Thank you for taking the time to learn more about us and for allowing us to serve you. It really is a privilege.

Sincerely,



Mike Doran
President





ABOUT YOUR MONTHLY BILL

Our aim is to make doing business with us as easy as possible. The same goes for our billing statement.

We want to make sure you can quickly and easily find the information you care about most on the first page. Then, if you want to dive a little deeper into the details, we include more information on the following pages.

How do we know what our customers care about most? Simple. We asked. We surveyed 1,000 American Water customers to learn what they liked, didn't like and felt was most important. This feedback helped us streamline the water bill, so it's simpler and easier to understand. Here's a quick overview of what you'll find.



1

Your account number.

Easy to find amount due and due date (plus, what it would cost if it's not paid on time).

Important messages related to your account.

High-level account summary.

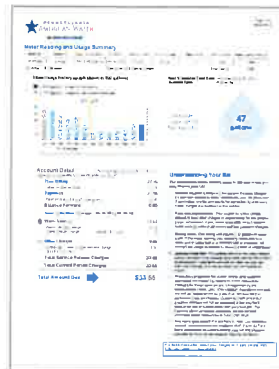
How to reach us if you have questions.



2

Important messages and educational information, from tips on how to save water and prevent frozen pipes, to information on the services we offer to make doing business with us easier.

Helpful information related to ways to pay your bill, your rates, payment arrangements, estimated bills and more.



3

Account details and a description of charges.

Meter reading information.

Water usage graph. (This can be a useful tool to see how much water you use throughout the year to help identify ways to save water and money!)

Each month, we may also include a page that focuses on a topic or service that's useful for you.

09 2019



**PENNSYLVANIA
AMERICAN WATER**
WE KEEP LIFE FLOWING™

WE'RE PROUD TO BE YOUR NEW SERVICE PROVIDER



Mike Doran
President

Welcome to Pennsylvania American Water!
Your water and/or wastewater service is in good hands.

Every day, our team of experts delivers millions of gallons of high-quality water and/or wastewater service to approximately 2.4 million Pennsylvanians in more than 400 communities across the state.

We recognize the trust you place in us to deliver safe drinking water service to your home or business and/or treat the wastewater so that it can be returned safely to the environment. And, it's a responsibility we take seriously. Whether it be meeting or surpassing drinking water standards, protecting our precious water resources, or investing millions in system upgrades, we constantly push ourselves to improve. **We do this because we care about our customers as much as we care about water.**

We are excited to be your new water service provider. Enclosed is helpful information about our company and the services we offer. And, if you need us, we're here to assist.

Sincerely,

Mike Doran
President



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

**SAVE WATER.
SAVE MONEY.**

Fix household leaks and save up to 20 gallons of water a day (and money, too)!





CUSTOMER SERVICE YOUR WAY

SERVICE

AT YOUR FINGERTIPS — ANYTIME, ANYWHERE

Prefer to handle your business online? **My Account** might be your answer. Here are just a few of the things you can do anywhere, any time (even in your pajamas).


- View and pay your bill.
- Sign up for our Auto Pay and Paperless Billing programs.
- Activate or deactivate your water service for residential customers.
- Tell us how you want to receive emergency and nonurgent alerts (by phone, text and/or email).*
- Update your contact information.
- View your water use history. (See in which months you use the most water to help determine ways you can save water and money.)

Once you receive your account number with your first bill, register online at myaccount.amwater.com.

* Standard Text, data and phone rates may apply.

GO PAPERLESS

Sign up for Paperless Billing. We'll notify you by email when your bill is available to view online, eliminating the need for a hard copy. It's simple, secure and clutter-free! Enroll on My Account.



CUSTOMER ASSISTANCE PROGRAM

We offer financial assistance for low-income water and wastewater customers who qualify, including grants of up to \$500 a year, discounts on the monthly service fee, and water-saving devices and tips. Learn more online. Under "Customer Service & Billing," select "Low Income Program." To see if you qualify, contact the Dollar Energy Fund, our program administrator, at 1-888-282-6816.

EASY PAYMENT OPTIONS

AUTO PAY

Enroll in Auto Pay, and your bill will be paid on time, every time. Each month, payments are automatically deducted from your checking or savings account on the due date. No stamps required.

ONLINE

Visit www.amwater/billpay. Please note that our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. Avoid the transaction fee by paying by e-check through My Account.

BY MAIL

Mail your check to the address provided on your bill. No cash, staples or paper clips, please.

BY PHONE

24/7 at 1-855-748-6066. Please note, there is a \$1.95 transaction fee.

IN PERSON

To find an authorized payment location near you, visit us online at pennsylvaniaamwater.com. See "Customer Service & Billing" or call.

THROUGH A THIRD PARTY

If someone handles paying your bills, like a relative or trustee, we can send a copy of your bill and any past-due or shut-off notices to that third party.



IN CASE OF AN EMERGENCY

We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit myaccount.amwater.com to choose how you want to be notified and update your contact information.

SAFETY

GUARD AGAINST UTILITY IMPOSTERS

Pretending to be a utility worker is a trick some criminals use to gain access to homes. All of our service personnel wear logoed clothing, drive logoed vehicles and have company-issued photo ID badges. Plus, we never collect money or credit card information from customers in the field. If you suspect an imposter is at your door, don't allow him or her in and call us to confirm it's our service person.



QUALITY

QUALITY ON TAP

We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. We perform millions of tests each year for about 100 regulated contaminants. Plus, we have access to American Water's Central Laboratory – one of the most advanced water quality labs in the country. To view a copy of your community's water quality report, visit pennsylvaniaamwater.com.

COMMUNITY

LOCAL TO THE CORE

We're active in our communities. Here are a few of our programs:

- Environmental Grant Program
- Firefighting Support Grants
- Stream of Learning scholarship program
- Protect Our Watershed Art Contest
- Plant tours and an active speakers' bureau



HAVE QUESTIONS?



If you need us, we're a phone call away.

CUSTOMER SERVICE 1-800-565-7292

Hours: Monday-Friday, 7 a.m. to 7 p.m.
For Emergencies: We're available 24/7.



RIGHTS & RESPONSIBILITIES

High-quality, reliable water service is more than a goal of ours—it's your right as a customer. Learn more about your rights and responsibilities as a water utility customer. Visit pennsylvaniaamwater.com. Under Customer Service & Billing, select "Rights & Responsibilities" or call our Customer Service Center.