

VIA eFiling

November 20, 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 under Sections 507, 1102, and 1329 of the Public Utility Code for Approval of its Acquisition of wastewater system assets of Exeter Township

Docket No. A-2018-3004933

Dear Secretary Chiavetta:

Pennsylvania-American Water Company ("PAWC") closed on the acquisition of the Exeter Township's assets, properties and rights related to its wastewater system on October 24, 2019.

As directed in Ordering Paragraph 16 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 portions of the Townships of Exeter, Alsace and Lower Alsace, Berks County:

November 8, 2019 – mailed welcome letter and new customer booklet that included a description of available low-income programs and PAWC's contact information (copies attached).

December 1 – December 31, 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



**Re: Application of Pennsylvania-American Water Company
for Approval of its Acquisition of wastewater system
assets of Exeter Township
Docket No. A-2018-3004933**

Re: Customer Welcome Letter and Bill Insert

- cc. C. Hoover, Esq. - Office of Consumer Advocate
E. Gannon, Esq. - Office of Consumer Advocate
H. Breitman, Esq. - Office of Consumer Advocate
Erika L. McLain, Esq. - Bureau of Investigation and
Enforcement
Office of Small Business Advocate
Bureau of Technical Utility Services
Marie Intrieri (Bureau of Technical Utility Services)
D. Zambito, Esq. - Cozen O'Connor
J. Nase, Esq. - Cozen O'Connor
S. Cortes, Esq. - Fox Rothschild LLP
B. Satinsky, Esq. - Fox Rothschild LLP



October 24, 2019

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

Dear Valued Customer,

I am pleased to announce that Pennsylvania American Water completed the acquisition of Township of Exeter's wastewater 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 wastewater 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 Exeter's existing wastewater 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 wastewater 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 wastewater 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 wastewater service in their monthly household budgets.

Here's how the billing transition will work.

Your meter will be read on or about October 24. Exeter Township will send you a bill for your wastewater services received through the meter read date. Payment for this final bill and any prior outstanding balance should be mailed to the Township 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 wastewater 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. If you are an existing water customer of Pennsylvania American Water, your wastewater charges will be added to your monthly water bill.

Please note: Exeter Township 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 5900 Perkiomen Avenue in Reading. 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 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 four years, Pennsylvania American Water plans to invest approximately \$3 million in system improvements to Exeter's water and wastewater 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

Continued on reverse

WE KEEP LIFE FLOWING™



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.

- **High-quality service.** Our team of wastewater experts and licensed operators has an exceptional track record when it comes to meeting regulations. And, with American Water's strong reputation for leadership, innovation and expertise in wastewater, we have what it takes to meet the wastewater needs of your community.
- **Emergency notification system.** In case of emergencies, we use a high-speed notification system to quickly alert customers via phone, text and email when 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 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 residential customers who qualify pay their water and/or wastewater bill. For our wastewater customers who qualify, we offer grants of up to \$500 per year, a 20 percent discount on the total wastewater charges. For our water customers who qualify, we provide grants of up to \$500 per year, an 85 percent discount on the monthly water service charge and water-saving devices and education.

Do you qualify? To qualify for the grant programs, customers must have annual household incomes at or below 200 percent of the Federal Poverty Income Guidelines (FPIG). For the discount programs, it's 150 percent of the FPIG. Applicants must also have made a sincere effort to pay their bill. Customers who qualify for the H2O program may also qualify to receive a water-saving kit that includes a low-flow shower head, faucet aerators, toilet tank diverter, tips on how to save water (and money) and more!

Monthly Income Guidelines (total combined monthly income)		
# of People in House	Grant Program	Discount Program
1	\$2,082	\$1,561
2	\$2,818	\$2,114
3	\$3,555	\$2,666
4	\$4,292	\$3,219
5	\$5,028	\$3,771
6	\$5,765	\$4,324
For each additional person	\$737	\$552

Need help? Pennsylvania American Water's **H2O Help to Others Program™** program is administered by Dollar Energy Fund, an independent, non-profit organization established to help those in need. To learn more or see if you qualify, contact Dollar Energy Fund at 1-888-282-6816. Or, learn more online at pennsylvaniaamwater.com (Under the Customer Service & Billing menu, select Low Income Program).

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 wastewater 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



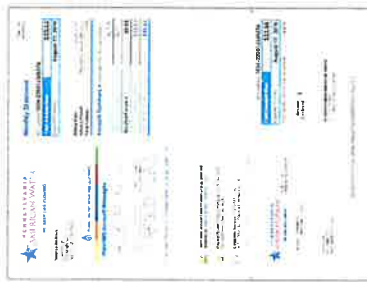


ABOUT YOUR MONTHLY BILL

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

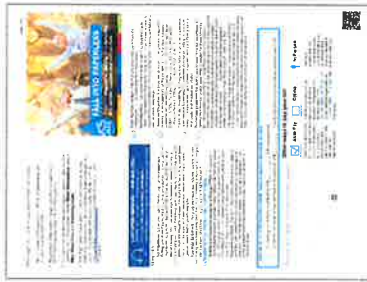
Your account number.

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.

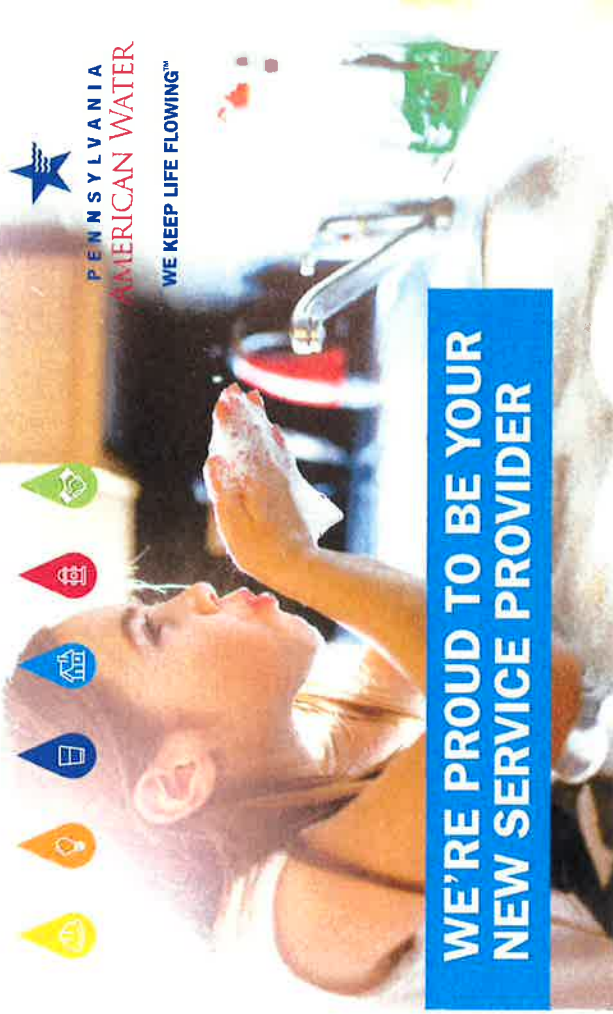
(This can be a useful tool to see how much water you use throughout the year to help identify ways to save water and money!)

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

Mike Doran
President



SAVE WATER. SAVE MONEY.

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

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.



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 legged clothing, drive legged 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
- Fifeighting Support Grants
- Stream of Learning scholarship program
- Protect Our Watershed Art Contest
- Plant tours and an active speakers' bureau



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.

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.

