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February 4, 2013

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg PA 17105-3265

Dear Secretary Chiavetta,

Attached please find Supplement No. 20 to Tariff Wastewater-Pa P.U.C. No. 2 for Pennsylvania American Water, which bears the issue of February 4, 2013. American Water is implementing Business Transformation which is a project that encompasses the system-wide deployment of a new, integrated "enterprise" software system developed by SAP AG. Along with the upgrades, the Company is standardizing certain billing processes across the American system. As a result of this, Pennsylvania American Water is going to a standard due date for payment of a bill for residential and non-residential service that shall be no less than twenty (20) days from the date of transmittal. This tariff supplement is being filed with sixty days' notice, with the change to be effective on non-residential customer's billing periods after the Company implements the new SAP CIS billing software.

Sincerely,

Rod Nevirauskas
Director of Rates and Regulations

cc. Office of Consumer Advocate
Bureau of Investigation and Enforcement
Office of Small Business Advocate
Marissa Boyle
Audit Bureau (DSIC Filings Only)

PENNSYLVANIA AMERICAN WATER COMPANY

D/B/A

PENNSYLVANIA-AMERICAN WATER

RATES, RULES AND REGULATIONS
GOVERNING THE FURNISHING OF
WASTEWATER COLLECTION AND DISPOSAL SERVICE
IN A PORTION OF
COOLBAUGH TOWNSHIP,
MONROE COUNTY, PENNSYLVANIA

This tariff makes changes to existing rules and regulations.

Issued: February 4, 2013

Effective: April 5, 2013

BY: D. W. Warnock, President
Pennsylvania-American Water Company
800 West Hersheypark Drive
Hershey, PA 17033

LIST OF CHANGES

Changes:

American Water is implementing Business Transformation which is a project that encompasses the system-wide deployment of a new, integrated "enterprise" software system developed by SAP AG. Along with the upgrades, the Company is standardizing certain billing processes across the American system. As a result of this, Pennsylvania American Water is going to a standard due date for payment of a bill for residential and non-residential service that shall be no less than twenty (20) days from the date of transmittal. This tariff supplement is being filed with sixty days' notice, with the change to be effective on customer's billing periods after the Company implements the new SAP CIS billing software.

PENNSYLVANIA-AMERICAN WATER COMPANY

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4. PAYMENT TERMS

4.1 Billing Period Prior to SAP CIS Implementation: All bills shall generally be rendered monthly. Bills rendered will show a due date of twenty (20) days after the date the bill is mailed for residential customers and fifteen (15) days after the date the bill is mailed for commercial and industrial Customers. Payment received by the Company more than five (5) days after the due date will be charged a penalty of 1.50%, and such penalty will be calculated monthly thereafter only on the overdue portion of the bill. In no event shall the penalty charged exceed 18% annually.

Billing Period After SAP CIS Implementation: All bills shall generally be rendered monthly. The due date for payment of a bill for residential and non-residential service shall be no less than twenty (20) days from the date of transmittal. Payment received by the Company more than five (5) days after the due date will be charged a penalty of 1.50%, and such penalty will be calculated monthly thereafter only on the overdue portion of the bill. In no event shall the penalty charged exceed 18% annually. (C)

4.2 Service Termination: If a bill is not paid on or before its due date, service will be terminated. All federal, state and local government accounts are entitled to a thirty (30) day period from the due date of any bill within which it may pay for water service.

4.3 Wastewater not Combined: The charge of wastewater by the same Customer in different premises or localities will not be combined, and each installation shall stand by itself.

4.4 Disputed Bills: In the event of a dispute between the Customer and the Company respecting any bill, the Company will forthwith make such investigation as may be required by the particular case and report the result thereof to the Customer. When the Company has made such a report to the Customer sustaining the bill as rendered, the Customer shall have fifteen (15) days from the date of such report in which to pay the bill. If the Company determines that the bill originally rendered is incorrect, it will issue a corrected bill with a new due date for payment. Any amounts received by the Company in excess of the amount disclosed to be due by the Company's investigation of the dispute shall be returned to the Customer if the error arose from any cause other than the incorrect estimating of a Customer's bill for the period in dispute.

4.5 Return Check Charges: The customer will pay a charge of \$20.00 per incident where a check or automatic transfer of funds, which has been presented to the Water Company or its agent for payment of any bill, is returned by the bank for any reason including, but not limited to, non-sufficient funds, account closed, payment stopped, two signatures required, postdated, stale date, no account, drawn against uncollected funds, and unauthorized signature. This charge is in addition to any and all charges assessed by the bank.