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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. 9 to Tariff Wastewater-Pa P.U.C. No. 8 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)  
Bureau of Technical Utility Services (Acquisitions Only)

Pennsylvania-American Water Company  
City of Coatesville Division  
(Hereinafter referred to as the "Company")

D/B/A

Pennsylvania American Water

RATES, RULES AND REGULATIONS  
GOVERNING THE FURNISHINGS OF  
WASTEWATER COLLECTION AND DISPOSAL SERVICE  
IN CERTAIN MUNICIPALITIES AND TERRITORIES LOCATED  
IN CHESTER COUNTY.

ALL IN THE COMMONWEALTH OF PENNSYLVANIA

This tariff makes changes to existing rules and regulations.

Issued: February 4, 2013

Effective: April 5, 2013

By: Kathy Pape, 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.

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**Section D - Billing and Collection**

1. **Issuance of Bills:** The Company will bill each customer within fifteen (15) days of the last day of each billing period.
2. **Billing Due Date Prior to SAP CIS Implementation:** The due date for payment of a bill for nonresidential service shall be no less than fifteen (15) days from the date of transmittal. The due date for payment of a bill for residential service shall be no less than twenty (20) days from the date of transmittal. If the last day for payment falls on a Saturday, Sunday or bank holiday, or on any day when the offices of the Company are not open to the general public, the due date shall be extended to the next business day. The Company may not impose a late-payment charge unless payment is received more than five (5) days after the stated due date.

**Billing Due Date Prior to 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. If the last day for payment falls on a Saturday, Sunday or bank holiday, or on any day when the offices of the Company are not open to the general public, the due date shall be extended to the next business day. The Company may not impose a late-payment charge unless payment is received more than five (5) days after the stated due date. (C)

3. **Late-Payment Charge:** All amounts not paid when due shall accrue a late-payment charge at the rate not to exceed one and fifty one-hundredths percent (1.50%) per billing period, not to exceed eighteen percent (18%) per year when not paid as prescribed in Rule 2 of this Section.
4. **Change in Billing Address:** Where a customer fails to notify the Company of a change in billing address, the Customer shall remain responsible to remit payment by the billing due date.
5. **Application of Payment:** Utility bills rendered by the Company shall include only the amount due for utility service. Where a customer remittance to the Company includes payment for any non-utility services, proceeds will be applied first to pay all outstanding regulated utility charges.
6. **Return Check Charge:** The customer will be responsible for return check charge as provided in the Schedule of Miscellaneous Fees and Charges section of the tariff.