

David Green v. Pennsylvania-American Water Company
Docket No. C-2021-3025217
Hearing Date: July 22, 2021

EXHIBIT INDEX

PAWC Exhibit

- 1 account activity statement
- 2 Tariff, Rate Zone 9, metered and unmetered wastewater charges, effective 10/25/19
- 3 Tariff, Rate Zone 9, metered and unmetered wastewater charges, effective 10/25/19

Complainant's Exhibit

- 1 meter photos, 1 of 3 through 3 of 3
- 2 water bills, 1 of 4 through 4 of 4

Stevens & Lee

17 N. Second Street, 16th Floor
Harrisburg, PA 17101
(717) 234-1090
www.stevenslee.com

Direct Dial: (717) 255-7366
Email: timothy.mchugh@stevenslee.com
Direct Fax: (610) 236-4177

July 19, 2021

VIA ELECTRONIC MAIL

F. Joseph Brady Administrative Law Judge
Pennsylvania Public Utility Commission
Office of Administrative Law Judge
801 Market Street, 4th Floor
Philadelphia, PA 19107
fbrady@pa.gov

**Re: David Green v. Pennsylvania-American Water Company
Docket No. C-2021-3025217**

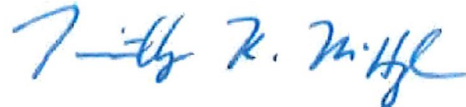
Dear Administrative Law Judge Brady:

I will be representing Pennsylvania-American Water Company ("PAWC") at the July 22, 2021 hearing in the above-referenced matter. Enclosed is a copy of the following Amended Exhibits that PAWC anticipates introducing into evidence during the hearing:

- Exhibit 1: Account Statement
- Exhibit 2: PAWC Wastewater Tariff: Schedule of Rates – Rate Zone 9, Effective Date October 25, 2019
- Exhibit 3: PAWC Wastewater Tariff: Schedule of Rates – Rate Zone 9, Effective Date March 8, 2021

If you have any questions, please feel free to contact me.

Very truly yours,
STEVENS & LEE



Timothy K. McHugh

Enclosures

cc: David Green, davidsgonehunting@yahoo.com (via Electronic Mail)
Athena Delvillar, sdelvillar@pa.gov (via Electronic Mail)

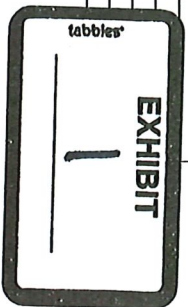
AMERICAN WATER ACCOUNT STATEMENT

Connect Date: Water - 10/31/16
Sewer - 10/25/19

Customer: David Green
Address: 489 E Neversink Rd, Reading, PA
Acct. No.: 220016667431

SVC TO	DAYS	MTR RDG	TYPE	CONS	ADC	WATER AMT	SEWER AMT	WSIHPP	DUE DATE	LPC	PAYMENT	DATE	BALANCE	COMMENTS
	7/7/2021	35	A	7.100	202.86	\$108.16	\$122.68	\$7.50	7/30/2021		\$181.15	7/1/2021	\$517.64	
											\$302.28	6/21/2021	\$279.30	
	6/2/2021	28	A	7.400	264.29	\$111.89	\$127.39	\$7.50	6/2/2021		\$103.28	4/14/2021	\$762.73	
	5/5/2021	34	A	17.100	502.94	\$235.36	\$273.09	\$7.50	6/7/2021		\$0.00		\$515.95	
	4/1/2021	29	A	2.500	86.21	\$48.48	\$47.30	\$7.50	4/26/2021		\$0.00		\$103.28	
	3/3/2021	28	A	2.200	78.57	\$40.43	\$33.95	\$7.50	3/26/2021		\$81.88	3/19/2021	\$0.00	
	2/3/2021	28	A	2.100	75.00	\$39.30	\$32.93	\$7.50	2/26/2021		\$0.00	2/22/2021	\$61.88	
	1/6/2021	35	A	2.500	71.43	\$43.85	\$37.02	\$7.50	1/29/2021		\$79.73	2/22/2021	\$0.00	
	12/2/2020	28	A	1.800	64.29	\$35.88	\$29.39	\$7.50	12/28/2020		\$88.37	1/26/2021	\$79.73	
	11/4/2020	35	A	2.700	77.14	\$46.13	\$38.47	\$7.50	11/30/2020		\$164.87	12/24/2020	\$0.00	
	9/30/2020	28	A	1.800	64.29	\$35.88	\$28.77	\$7.50	10/23/2020		\$0.00		\$164.87	
	9/2/2020	28	A	4.100	146.43	\$62.07	\$51.51	\$7.50	9/25/2020		\$72.15	10/19/2020	\$0.00	
	8/5/2020	35	A	7.200	205.71	\$97.37	\$82.16	\$7.50	8/28/2020		\$121.08	9/25/2020	\$0.00	
	7/1/2020	28	A	5.400	192.86	\$76.87	\$64.37	\$7.50	8/4/2020		\$187.03	8/28/2020	\$0.00	
	6/3/2020	34	A	13.400	394.12	\$174.87	\$135.98	\$7.50	6/26/2020		\$0.00	7/31/2020	\$187.03	
	4/30/2020	29	A	3.500	120.69	\$57.51	\$43.11	\$7.50	5/26/2020		\$148.74	7/31/2020	\$0.00	
	4/1/2020	28	A	3.200	114.29	\$53.95	\$40.30	\$7.50	4/24/2020		\$108.12	5/28/2020	\$318.35	
	3/4/2020	28	A	3.100	110.71	\$52.47	\$39.36	\$7.50	3/27/2020		\$101.75	4/17/2020	\$108.12	
	2/5/2020	34	A	3.700	108.82	\$59.54	\$44.99	\$7.50	2/28/2020		\$99.33	3/23/2020	\$101.75	
	1/2/2020	29	A	3.100	106.90	\$52.47	\$39.36	\$7.50	1/28/2020		\$112.03	2/20/2020	\$99.33	
	12/4/2019	30	A	3.000	100.00	\$50.50	\$38.42	\$7.50	1/2/2020		\$99.33	1/24/2020	\$0.00	
	11/4/2019	11	A	1.000	90.91	\$48.18	\$13.24	\$7.50	12/2/2019		\$68.92	12/2/2019	\$96.42	
	10/2/2019	29	A	2.400	82.76	\$43.53		\$7.50	10/25/2019		\$51.03	10/30/2019	\$96.42	
	9/3/2019	32	A	3.000	93.75	\$49.88		\$7.50	9/26/2019		\$57.38	9/19/2019	\$51.03	
	8/2/2019	28	A	2.700	96.43	\$46.44		\$7.50	8/27/2019		\$53.94	8/26/2019	\$57.38	
	7/5/2019	31	A	3.500	112.90	\$55.62		\$7.50	7/30/2019		\$63.12	7/25/2019	\$53.94	
	6/4/2019	34	A	10.700	314.71	\$137.58		\$6.50	6/27/2019		\$144.84	6/28/2019	\$63.12	
									6/5/2019	\$0.76			\$144.84	
													\$0.76	

PAWC Exhibit No. 1
C-2021-3025217
7/22/21 JK



PENNSYLVANIA-AMERICAN WATER COMPANY

SCHEDULE OF RATES

RATE ZONE 9 – METERED AND UNMETERED



APPLICABILITY

The rates as set forth below will apply in the Exeter service territory (former territory served by the Township of Exeter) served under this tariff for service rendered on and after the Effective Date shown at the bottom of this page.

AVAILABILITY

The rates under this schedule are available to customers in the Residential, Commercial, Industrial and Municipal classes.

METERED CHARGES (Based on Water Usage or Sewage Flows, determined at PAWC's discretion)

All metered customers, except the bulk metered Usage customer, shall be subject to a monthly service charge.

A. Residential

Minimum Charge per month	0 – 1,700 gallons per month	\$26.23
Usage Charge per 100 gallons	All over 1,700 per month	\$0.9380

B. Commercial, Industrial and Municipal

Minimum Charge per month	0 – 3,400 gallons per month	\$63.16
Usage Charge per 100 gallons	All over 3,400	\$1.100

C. Commercial Multi-dwellings

Minimum Charge per month	0 – 3,400 gallons per month	\$57.76
Usage Charge per 100 gallons	All over 3,400	\$0.9380

Multi-dwellings (includes mobile home parks) with four (4) or more dwelling units.

D. Bulk Metered Usage

Borough of Saint Lawrence		
Usage Charge per 100 gallons	All Usage	\$0.2380

Township of Alsace – The bulk metered charge will be based on PUC approved rates for the direct customers of the Exeter sewer district shown above.

UNMETERED CHARGES

This charge is a flat fee for customers not metered for water consumption. All flat rates will be billed monthly.

All Unmetered Customers	\$64.03
--------------------------------	----------------

(C) means Change

SCHEDULE OF RATES

RATE ZONE 9 – METERED AND UNMETERED



APPLICABILITY

The rates as set forth below will apply in the Exeter service territory (former territory served by the Township of Exeter) served under this tariff for service rendered on and after the Effective Date shown at the bottom of this page.

AVAILABILITY

The rates under this schedule are available to customers in the Residential, Commercial, Industrial and Municipal classes.

METERED CHARGES (Based on Water Usage or Sewage Flows, determined at PAWC's discretion)

All metered customers, except the bulk metered Usage customer, shall be subject to a monthly service charge.

A. <u>Residential</u>				
Service Charge per month:	\$11.00	(D)	\$11.00	(D) (C)
Usage Charge per 100 gallons:	\$1.5262	(I)	\$1.9107	(I)
B. <u>Commercial</u>				
Service Charge per month:	\$27.50	(D)	\$27.50	(D) (C)
Usage Charge per 100 gallons:	\$1.1471	(I)	\$1.4361	(I)
C. <u>Industrial</u>				
Service Charge per month:	\$27.50	(D)	\$27.50	(D) (C)
Usage Charge per 100 gallons:	\$1.1471	(I)	\$1.4361	(I)
D. <u>Municipal</u>				
Service Charge per month:	\$27.50	(D)	\$27.50	(D) (C)
Usage Charge per 100 gallons:	\$1.1471	(I)	\$1.4361	(I)
E. <u>Bulk Metered Usage</u>				
Borough of Saint Lawrence				
Usage Charge per 100 gallons:	\$0.2856	(I)	\$0.3332	(I)

Township of Alsace – The bulk metered charge will be based on PUC approved rates for the direct customers of the Exeter sewer district shown above.

UNMETERED CHARGES

This charge is a flat fee for customers not metered for water consumption. All flat rates will be billed monthly.

	<u>2021</u>		<u>2022</u>
All Unmetered Customers	\$63.78	(I)	\$77.07 (I)

(I) means Increase, (C) means Change and (D) means Decrease

Complainant Ex. 1 1 of 3
C-2021-3025217
7/22/21 JK

NEPTUNE
E-Coder) R900P

1810344190

5/8"

T-10

1006

3026

J

035181723

ARIB® Utility Management Systems™
GALLONS

Complainant Ex. 1 2 of 3
C-2021_3025217
7/22/21 JK



Complainant Ex 1 3 of 3

C-2021-3025217

7/22/21 JK



ARBITER

9007

1810344190

5/8"

T-10



1006

3026

03 1828498



GALLONS

ARB) USA



WE KEEP LIFE FLOWING™

Service Address:
DAVID R. GREEN
489 E NEVERSINK RD
READING, PA 19606

Complainant Exhibit No. 2
1 of 4
C-2021-3025217
7/22/21 JK



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless-billing.
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at amwater.com/myaccount.

For more information, visit www.pennsylvaniaamwater.com

Statement

Account No. 1024-220016667431

177.29

Total Amount Due:	\$517.64
Payment Due By:	July 30, 2021

Billing Date: July 08, 2021
 Service Period: Jun 03 to Jul 07 (35 Days)
 Total Gallons: 7,100

Account Summary – See page 3 for Account Detail

Prior Billing:		\$762.73
Payments - Thank You!	-	\$483.43
Balance Forward:	=	\$279.30
Service Related Charges:	+	\$230.84
Protection Programs:	+	\$7.50
Total Amount Due:	=	\$517.64

230.84
 7.50

 238.34
 Not in sewer
 177.29



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-800-565-7292
M-F 7:00am to 7:00pm – Emergencies 24/7



PENNSYLVANIA AMERICAN WATER
PO BOX 371412
PITTSBURGH, PA. 15250-7412

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 024625/074212 ACZS01 ETM1C00010 13 (ACZS010010246280103500)

Account No. 1024-220016667431

Total Amount Due:	\$517.64
Payment Due By:	July 30, 2021



WE KEEP LIFE FLOWING™



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 489 E NEVERSINK RD
READING, PA 19606

Amount Enclosed \$



024625 1 AV 0.395 24625/024625/074212 106 03 ACZS01 01
 DAVID R. GREEN
 489 E NEVERSINK RD
 READING PA 19606-3203

PENNSYLVANIA AMERICAN WATER
 PO BOX 371412
 PITTSBURGH, PA. 15250-7412

0001024220016667431000000000051764017

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
N083344497	100 gal	5/8"	06/03/2021	07/07/2021	3,755 (A)	3,826 (A)	71	71.00	7,100

A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 7,100

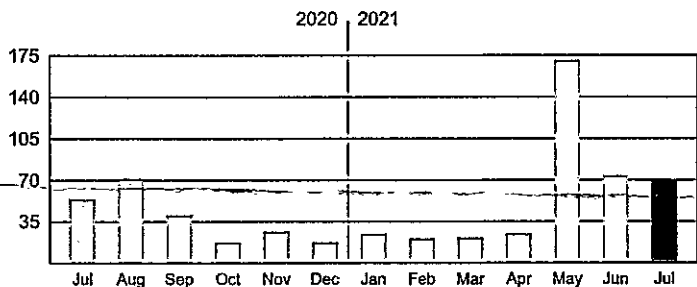
3,100

Billed Usage History (graph shown in 100 gallons)

Next Scheduled Read Date: on or about August 04, 2021
Account Type: Residential

pool 4,000

- 7,100 gallons = usage for this period
- 5,400 gallons = usage for same period last year



Average daily use for this period is: (35 days)

203 gallons

Year to Date Billed Usage: 40,900 gallons

Account Detail

Account No. 1024-220016667431

Service To: 489 E NEVERSINK RD READING, PA 19606

Prior Billing	762.73
Payments	-483.43
Total payments as of Jul 1. Thank you!	-483.43
Balance Forward	279.30
Service Related Charges - 06/03/21 to 07/07/21	
Water Service	107.54
Water Service Charge	17.00
Water Usage Charge (71 x \$1.2991)	92.24
Deferred Tax Credit (\$109.24 x -1.56%)	-1.70
Wastewater Service	119.36
Wastewater Service Charge	11.00
Wastewater Use Charge (71 x \$1.5262)	108.36
Other Charges	3.94
Recoupment Surcharge WW (\$119.36 x 2.78%)	3.32
Recoupment Surcharge Water (\$109.24 x 0.57%)	0.62
Total Service Related Charges	230.84
Protection Programs:	7.50
For inquiries, please call 1-888-378-4458	
Water Line Protection	7.50
Total Current Period Charges	238.34

40
1.5262
61.05

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 888-378-4458.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

Not in sewer

Total Amount Due



\$517.64



For more information about your charges and rates, please visit: <https://amwater.com/paaw/rates>



SAVE WATER. SAVE MONEY.

With the summer season in full swing, here are some tips for how you and your family can conserve water!

CHECK & FIX LEAKS

Small household leaks can add up to gallons of water lost every day, and not fixing them is like throwing money down the drain. Check your plumbing fixtures and irrigation systems periodically for leaks. If you find any, fix them! Every drop counts!

Size of continuous leak	Gallons wasted per quarter (at 60 psi)
● 1/16"	74,000 gallons
● 1/8"	296,000 gallons
● 3/16"	666,000 gallons
● 1/4"	1,181,500 gallons

IN THE BATHROOM

- **Toilet leaks.** Leaky toilets can easily go unnoticed. To check for toilet leaks, remove the lid from your toilet tank, and drop a small amount of food coloring into the tank. Wait 10-15 minutes. If food coloring appears in the bowl, you have a leak. Repairs may be needed or the flapper valve adjusted. (Be sure to flush immediately after the experiment to avoid staining the tank.)

- **Turn off the water while shaving or brushing teeth.** You can save eight gallons of water per day while brushing and 10 gallons per shave.
- **Take shorter showers.** Bathrooms account for the largest water consumption percentage in homes. Showers alone use five gallons of water per minute. Consider installing water-saving showerheads.

IN THE KITCHEN

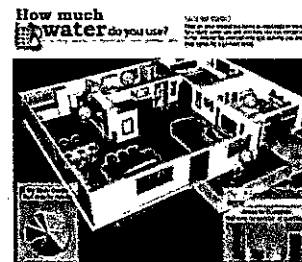
- **Wait for a full load of dishes.** This can eliminate one load of dishes per week and save the average family nearly 320 gallons of water.
- **Scrape, don't rinse.** Before washing dishes by hand or in the dishwasher, scrape them; don't rinse first.
- **Keep a pitcher of drinking water in the fridge** instead of letting the tap run until the water is cool.

IN THE LAUNDRY ROOM

- **Wash only full loads of laundry** or use the appropriate load size selection. Wearing clothes more than once can also help to reduce laundry loads and save water.
- **Consider purchasing EnergyStar™ rated washing machines.** They use less water and energy per load.

HOW MUCH WATER DO WE USE?

Every household is different. American Water is a member of the Alliance for Water Efficiency. Check out their online Water Calculator. This tool allows you to input water use information specific to your household and offers tips on where you can save water and energy based on that data. To access the calculator, visit pennsylvaniaamwater.com. Under Water Information, select Wise Water Use.



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

Reading 17,100 - May
14,000 - went into pool
 3,100 actual water
 usage for sewer
 charge.

Took 171 - 31 (used for sewer)
 = 141 (did not pay sewer
 on this amount
 $213.67 \div 1.5262 = 141$

31 x 1.5262 pd sewer

7,400 Reading
 3,100 used

4,300 in pool

43 x 1.5262 = 65.63



WE KEEP LIFE FLOWING™

Service Address:
DAVID R. GREEN
489 E NEVERSINK RD
READING, PA 19606

Complainant Exhibit No. 2
3 of 4
C-2021-3025217
7/22/21 JK



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit www.pennsylvaniaamwater.com to learn more about the services we provide.

Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.pennsylvaniaamwater.com

Statement

Account No. 1024-220016667431

\$181.15

Total Amount Due:	\$762.73
Payment Due By:	June 28, 2021

Billing Date: June 04, 2021
 Service Period: May 06 to Jun 02 (28 Days)
 Total Gallons: 7,400

Account Summary – See page 3 for Account Detail

Prior Billing:	\$515.95
Payments:	\$0.00
Balance Forward:	\$515.95
Service-Related Charges:	\$239.28
Protection Programs:	\$7.50
Total Amount Due:	\$762.73

65.63
 Not in sewer
 went in pool.
 \$173.65
 + 7.50
 \$181.15



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-800-565-7292
M-F 7:00am to 7:00pm – Emergencies 24/7



PENNSYLVANIA AMERICAN WATER
PO BOX 371412
PITTSBURGH, PA. 15250-7412

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 025590/077194 ACZMHA ETM1C00010

(ACZMHA0010255940103000)

Account No. 1024-220016667431

Total Amount Due:	\$762.73
Payment Due By:	June 28, 2021



WE KEEP LIFE FLOWING™



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 489 E NEVERSINK RD
READING, PA 19606

Amount Enclosed \$



025590 1 AV 0.395 25590/025590/077194 104 03 ACZMHA 01
 DAVID R. GREEN
 489 E NEVERSINK RD
 READING PA 19606-3203



PENNSYLVANIA AMERICAN WATER
PO BOX 371412
PITTSBURGH, PA. 15250-7412

00010242200166674310000000000076273010

WE KEEP LIFE FLOWING™

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
N083344497	100 gal	5/8"	05/06/2021	06/02/2021	3,681 (A)	3,755 (A)	74	74.00	7,400

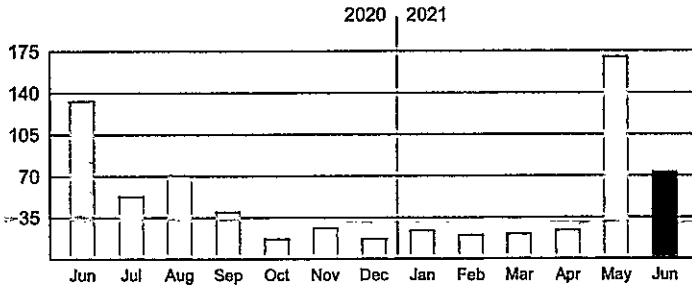
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 7,400
3100

Billed Usage History (graph shown in 100 gallons)

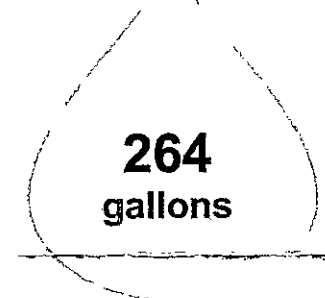
- 7,400 gallons = usage for this period
- 13,400 gallons = usage for same period last year



Next Scheduled Read Date: on or about July 07, 2021
Account Type: Residential

pool 4,300

Average daily use for this period is: (28 days)



Year to Date Billed Usage: 33,800 gallons

Account Detail

Account No. 1024-220016667431

Service To: 489 E NEVERSINK RD READING, PA 19606

Prior Billing	515.95
Payments	0.00
Balance Forward	515.95
Service Related Charges - 05/06/21 to 06/02/21	
Water Service	111.37
Water Service Charge	17.00
Water Usage Charge (74 x \$1.2991)	96.13
Deferred Tax Credit (\$113.13 x -1.56%)	-1.76
Wastewater Service	123.94
Wastewater Service Charge	11.00
Wastewater Use Charge (74 x \$1.5262)	112.94
Other Charges	3.97
Distribution System Improvement Charge (\$113.13 x -0.11%)	-0.12
Recoupment Surcharge Water (\$113.13 x 0.57%)	0.64
Recoupment Surcharge WW (\$123.94 x 2.78%)	3.45
Total Service Related Charges	239.28
Protection Programs:	7.50
For inquiries, please call 1-888-378-4458	
Water Line Protection	7.50
Total Current Period Charges	246.78

Understanding Your Bill

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- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 888-378-4458.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

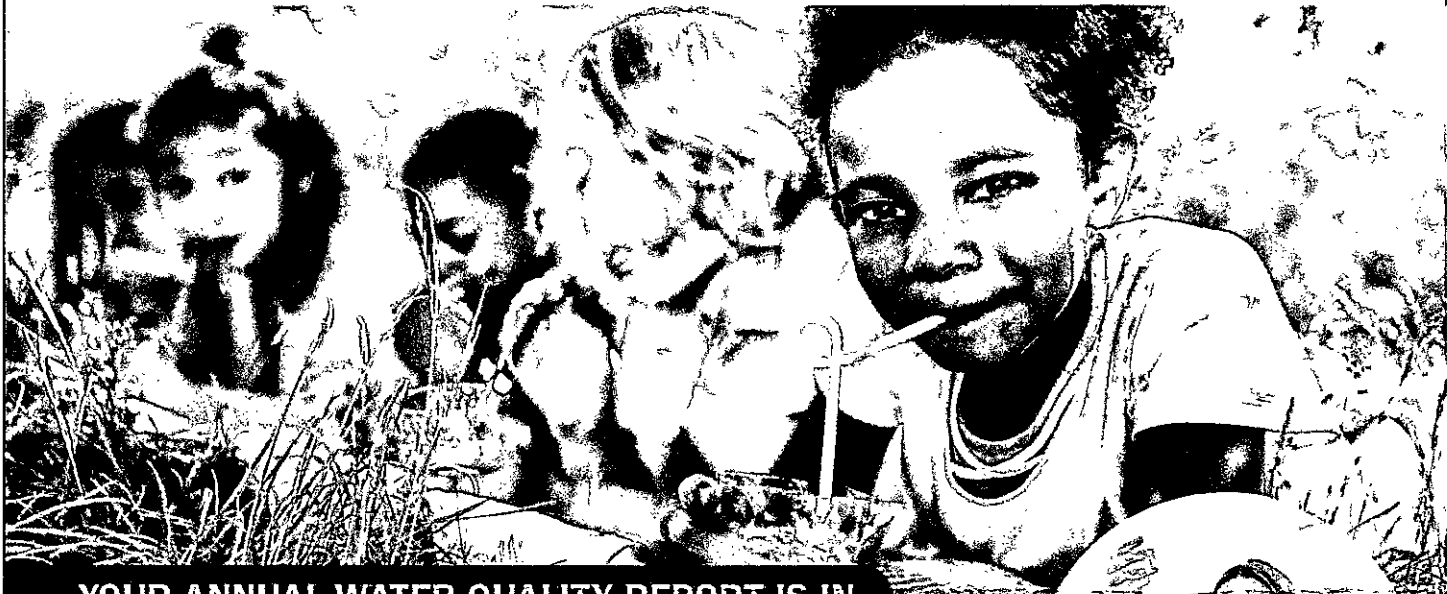
Total Amount Due



\$762.73



For more information about your charges and rates, please visit: <https://amwater.com/paaw/rates>



YOUR ANNUAL WATER QUALITY REPORT IS IN

PROVIDING HIGH-QUALITY WATER SERVICE

- We are pleased to share with you our annual Water Quality Reports, which show that we continue to supply high quality drinking water service to help keep your life flowing. Statewide, we perform millions of tests each year on the water before it leaves our treatment plants, plus a significant number of tests in the distribution system.
- Our team of experts operates quality control labs within the state. Plus, we have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis.
- We've earned 33 Directors Awards from the U.S. EPA's Partnership for Safe Water program. In fact, **Pennsylvania American Water has received more EPA Partnership for Safe Water Directors Awards than any other water utility in the nation.**



We have an exceptional track record when it comes to delivering high quality drinking water. That's why we invite you to read our latest Water

Quality Report, specifically for your local community.

RESULTS TO PROVE IT



View the water quality report for your community online to see our results.

SEE HOW WE'RE DOING IN YOUR COMMUNITY.

Every year, we provide a detailed analysis of the water we deliver to our communities in our Water Quality Reports. To learn more about our commitment to water quality or to view the Water Quality Report for your area, visit us online at pennsylvaniaamwater.com. Under Water Quality, select Water Quality Reports.

NO MORE TRANSACTION FEE

We are pleased to announce that the \$1.95 third-party transaction fee for paying your bill by credit card has been eliminated. Now you can pay your bill online, by phone, by credit card, in person and by mail; **no transaction fee required**. Learn more about our billing and payment options at pennsylvaniaamwater.com. Under Customer Service & Billing, select Billing & Payment Info.





WE KEEP LIFE FLOWING™

Service Address:
DAVID R. GREEN
489 E NEVERSINK RD
READING, PA 19606

Complainant Exhibit No. 2
4 of 4
C-2021-3025217
7/22/21 JK



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit www.pennsylvaniaamwater.com to learn more about the services we provide.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.pennsylvaniaamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066 *A convenience fee may apply



Customer Service: 1-800-565-7292 M-F 7:00am to 7:00pm - Emergencies 24/7

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 014227/029166 ACZJ9A ETM1C00004 2 (ACZJ9A0010142280103200)

Account No. 1024-220016667431

Total Amount Due:	\$515.95
Payment Due By:	June 7, 2021



WE KEEP LIFE FLOWING™



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 489 E NEVERSINK RD
READING, PA 19606

Amount Enclosed \$



014227 1 AV 0.395 14227/014227/029166 50 03 ACZJ9A 005
DAVID R. GREEN
489 E NEVERSINK RD
READING PA 19606-3203

PENNSYLVANIA AMERICAN WATER
PO BOX 371412
PITTSBURGH, PA. 15250-7412

00010242200166674310000000000051595015

Statement

Account No. 1024-220016667431

\$ 302.28

Total Amount Due:	\$515.95
Payment Due By:	June 7, 2021

Billing Date: May 15, 2021
Service Period: Apr 02 to May 05 (34 Days)
Total Gallons: 17,100

Account Summary -- See page 3 for Account Detail

Prior Billing:	\$103.28
Payments - Thank You!	- \$103.28
Balance Forward:	= \$0.00
Service Related Charges:	+ \$508.45
Protection Programs:	+ \$7.50
Total Amount Due:	= \$515.95

- 213.67

213.67 + wastewater service charges. We are disputing with PUC as we are not paying sewer charges on fixing our pool. You cant charge someone for it not going in sewer

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
N083344497	100 gal	5/8"	04/02/2021	05/05/2021	3,510 (A)	3,681 (A)	171	171.00	17,100

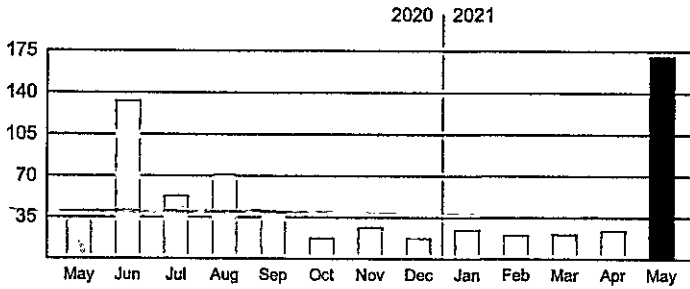
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 17,100

Billed Usage History (graph shown in 100 gallons)

- 17,100 gallons = usage for this period
- 3,500 gallons = usage for same period last year



Next Scheduled Read Date: on or about June 02, 2021
Account Type: Residential

*17,100
into pool - 14,000
actual used for wastewater charge 3,100*

Average daily use for this period is: (34 days)

503 gallons

Year to Date Billed Usage: 26,400 gallons

Account Detail

Account No. 1024-220016667431

Service To: 489 E NEVERSINK RD READING, PA 19606

Prior Billing	103.28
Payments	-103.28
Total payments as of Apr 16. Thank you!	
	-103.28
Balance Forward	0.00
Service Related Charges - 04/02/21 to 05/05/21	
Water Service	235.42
Water Service Charge	
04/02/21 to 04/30/21	14.50
05/01/21 to 05/05/21	2.50
Water Usage Charge	
04/02/21 to 04/30/21	(145.86 x \$1.2991) 189.49
05/01/21 to 05/05/21	(25.14 x \$1.2991) 32.66
Deferred Tax Credit (\$239.15 x -1.56%)	-3.73
Wastewater Service	271.98
Wastewater Service Charge	
04/02/21 to 04/30/21	9.38
05/01/21 to 05/05/21	1.62
Wastewater Use Charge	
04/02/21 to 04/30/21	(145.86 x \$1.5262) 222.61
05/01/21 to 05/05/21	(25.14 x \$1.5262) 38.37
Other Charges	1.05
Distribution System Improvement Charge	-0.26
	(\$239.15 x -0.11%)
Recoupment Surcharge Water (0.57%)	0.20
	(\$35.16 x 0.57%)
Recoupment Surcharge WW (\$39.99 x 2.78%)	1.11

#47.31

171 x 1.5262

Total Service Related Charges 508.45

Protection Programs: 7.50

For Inquiries, please call 1-888-378-4458 7.50

Water Line Protection 7.50

(Continued on next page)

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 888-378-4458.
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- The Recoupment Surcharge on your wastewater bill was approved by the PA Public Utility Commission to recoup unbilled revenues for the period between the company's rate change effective date of January 28 and the actual rate change date of March 8. You will be billed this 2.78% wastewater surcharge for six months, beginning May 1.
- Approximately 5.07 percent, or \$26.16 of state taxes are included in your current bill.

