



**Elizabeth Rose Triscari**  
Director, Corporate Counsel  
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VIA eFiling

October 7, 2021

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

Re: Pennsylvania-American Water Company – Wastewater Division Supplement No. 30 to  
Tariff Wastewater PA P.U.C. No. 16 at Docket No. R-2021-3028514

Dear Secretary Chiavetta:

On September 23, 2021, Pennsylvania-American Water Company (the “Company”) received Data Request Set 1 from the Bureau of Technical Utility Services for the above-referenced tariff supplement.

Attached are the Company’s responses to the data request.

If you have any questions, please contact me.

Sincerely,

A handwritten signature in blue ink that reads "Elizabeth Rose Triscari".

Elizabeth Rose Triscari

Enclosures

cc: Certificate of Service  
Paul Zander, Bureau of Technical Utility Services w/Encs. (VIA Email)

**Pennsylvania-American Water Company's Responses to  
the Bureau of Technical Utility Services  
Data Request Set 1**

**Pennsylvania-American Water Company – Wastewater Division Supplement No. 30  
to Tariff Wastewater PA P.U.C. No. 16 at Docket No. R-2021-3028514**

A-1. Section 1329(d)(1)(v) of the Public Utility Code (Code), 66 Pa.C.S. § 1329(d)(1)(v), requires acquiring public utilities to include with their application filed with the Commission pursuant to Section 1329 a tariff containing a rate equal to the existing rates of the selling utility at the time of the acquisition. Also, Section 1329(d)(4) of the Code, 66 Pa.C.S. § 1329(d)(4), provides that the tariff submitted with an application filed with the Commission pursuant to Section 1329 shall remain in effect until such time as new rates are approved for the acquiring public utility as the result of a base rate case proceeding before the Commission. Please state whether Supplement No. 30 to Tariff Wastewater PA P.U.C. No. 16 (Supplement No. 30) contains rates that are equal to Royersford Borough's (Royersford's) existing rates at the time PAWC-WD acquired Royersford's wastewater system and provide evidence that rates are equal.

Response: The Company believes that the proposed modification is consistent with Section 1329(d)(1)(v). Under the proposed modification, the \$30 minimum charge is unchanged, as is the rate per 100 gallons. The Commission has permitted other minor modifications to existing rates; for example, converting quarterly rates to monthly rates and the rounding of usage allowances. It is the Company's position that this is a de minimis modification consistent with the Commission's prior application of Section 1329(d)(1)(v).

Name: Ashley E. Everette  
Title: Sr. Director, Rates & Regulatory

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A-2. Please explain whether Section 1329(d)(4) of the Code allows the Commission to permit or approve changes to rates indicated in the tariff or tariff supplement that PAWC-WD submitted pursuant to Section 1329(d)(1)(v) of the Code through any method other than a base rate case proceeding.

Response: The Company believes that its proposal in this proceeding is not inconsistent with the requirement that the tariff remain in effect until “new rates are approved for the acquiring public utility as the result of a base rate case proceeding before the commission.” The proposed change is a minor modification to the number of gallons included in the usage allowance, which should not be considered different from the “tariff containing a rate equal to the existing rates of the selling utility at the time of the acquisition” as required by Section 1329(d)(1)(v) and Section 1329(d)(4). The \$30 minimum charge and the rate per 100 gallons are both unchanged in the proposed tariff.

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A-3. If PAWC-WD's billing system has generated, and will continue to generate, bills for wastewater service for customers that are subject to Rate Zone 10 rates in a manner that conforms with PAWC-WD's effective wastewater tariff, please explain why proposed tariff changes are required.

Response: The Company's billing system has not generated bills for Rate Zone 10 that currently conform to the wastewater tariff.

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Title: Sr. Director, Rates & Regulatory

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A-4. If PAWC-WD's billing system has not generated, or will not be able to generate, bills for wastewater service for customers that are subject to Rate Zone 10 rates in a manner that conforms with PAWC-WD's effective wastewater tariff, please explain what processes PAWC-WD has implemented, or intends to implement, to ensure that customers that are subject to Rate Zone 10 rates are not overbilled, underbilled, or unbilled for wastewater service.

Response: No customers will be unbilled or overbilled under the current or proposed tariff change. The Company does not intend to back bill customers for the approximately \$0.32 per month under billing in 2021. The purpose of this tariff filing is to align the wastewater tariff with the Company's billing system going forward.

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A-5. Please explain the processes PAWC-WD would need to establish in order to bill Rate Zone 10 customers for wastewater service in conformance with statutory and regulatory requirements, including any waivers of Commission regulations that would be required and the timeframe for any waivers, if the proposed tariff supplement were not permitted to take effect.

Response: In order to bill Rate Zone 10 customers according to the currently-approved tariff supplement, the Company's billing system would need to be modified to include a usage block in a fraction of 100 gallons; i.e. 53.428 hundred gallons. To support this customization, there are ongoing annual technology costs as well as additional costs associated with other customer service tasks including customer care (call handling), customer billing inquiries (including manual intervention when rebills are necessary), and technology intervention required for ongoing price maintenance due to the custom table. Please refer to the response to TUS-A-7 for the estimated one-time and recurring costs associated with this customization.

The Company has also identified that there are unquantifiable risks of this customization, including the inherent risk that the normal billing process and/or downstream technology products which benefit the customer, such as MyWater, will not function as intended.

From a customer and customer care perspective, decimal places in the usage blocks creates mathematical confusion and further complicates potential billing analysis and discussion with these impacted customers.

The Company does not anticipate any waivers of Commission regulation being required if the proposed tariff supplement were not permitted to take effect.

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A-6. Please quantify the number of customers that are subject to Rate Zone 10 rates that have been subject to overbilled, underbilled, or unbilled wastewater service charges due to the capabilities of PAWC-WD's billing system. Also, please quantify the amount of overbilled, underbilled, and unbilled charges, respectively, and explain how PAWC-WD intends to address such charges.

Response: The Company is not aware of any customers in Rate Zone 10 that have been overbilled or unbilled due to the billing system. The Company has identified 790 bills between June 2021 and August 2021 that were underbilled by \$0.32. Accordingly, the Company calculates that the total under billing from June 2021 through August 2021 was approximately \$253 (790 monthly bills x \$0.32). The Company seeks this tariff change in order to align the tariff with the billing system and does not intend to back bill the customers for the \$0.32 not billed from June 2021 until a final order is entered approving the tariff change.

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A-7. Please provide an estimate of the additional one-time, and recurring, annualized costs that PAWC-WD would incur to establish and maintain processes in order to bill Rate Zone 10 customers for wastewater service in conformance with statutory and regulatory requirements if the proposed tariff supplement were not permitted to take effect.

Response: The Company estimates the one-time cost of the customization to be \$7,125 and the annually recurring cost to be \$21,200. Please refer to the cost breakdown below for more information.

Please refer also to the response to TUS-A-5 for a discussion of the ongoing costs associated with the modification, as well as other concerns with making the change to the billing system that would be required to implement the current Rate Zone 10 tariff.

<b>Business Costs* - SAP Customization, Royersford PA</b>			
# customers:	~1,600		
	<i>Hours</i>	<i>One Time</i>	<i>Annual, ongoing</i>
T&I Build	125	\$ 7,125.00	
T&I Maintenance	24		\$ 1,200.00
Customer Support	400		\$ 20,000.00
<b>TOTAL</b>		<b>\$ 7,125.00</b>	<b>\$ 21,200.00</b>

\* the business costs presented are estimates based on present resources and pricing and are subject to change

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A-8. Supplement No. 30 appears to eliminate a volumetric charge of \$4.20 per 100 cubic feet that is in PAWC-WD's effective wastewater tariff. Please indicate the number of Rate Zone 10 customers that are billed per 100 cubic feet of water used rather than per 100 gallons of water used and explain how Supplement No. 30 will impact such customers.

Response: All customers in Rate Zone 10 are billed per 100 gallons of usage.

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A-9. Please explain the processes PAWC-WD has implemented, and intends to implement, to ensure that before closing on an acquisition related to an application filed pursuant to Section 1329, PAWC-WD has billing procedures in place to ensure that customers are able to receive timely and accurate bills that conform with the tariff or tariff supplement that PAWC-WD included as an attachment to its application.

Response: PAWC understands the importance of ensuring that it is able to bill in conformance with its tariff. To ensure that the Company is able to implement rates in conformance with the tariff, the Company will improve its process of providing proposed tariffs to the billing department while drafting a proposed tariff for an acquisition, to include a review for any potential issues with implementing the acquired system's existing rates.

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A-10. Please provide copies of two PAWC-WD bills for wastewater service to Rate Zone 10 customers where the customer was billed for 5,300 gallons of usage. If less than two bills are available, please provide copies of all available bills.

Response: Please refer to A-10\_09232021\_Attachment for copies of the two bills as requested with customer names redacted.

Name: Ashley E. Everette  
Title: Sr. Director, Rates & Regulatory



WE KEEP LIFE FLOWING™

Service Address:

318 N 7TH AVE  
ROYERSFORD, PA 19468-2131



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- The Due Date shown on your bill applies to current charges only. **However, \$138.13 is past due and should be paid immediately.** To set up a payment arrangement or see what other bill assistance options may be available to you, please contact us.
- Want to get to know us better? Visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com) to learn more about the services we provide.

For more information, visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com)

Statement

Account No. **1024-210029383534**

Total Amount Due: **\$276.57**

Payment Due By: **October 6, 2021**

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: September 14, 2021

Service Period: Aug 17 to Sep 13 (28 Days)

Total Gallons: 5,300

Account Summary – See page 3 for Account Detail

Prior Billing:	\$138.13
Payments:	\$0.00
<b>Balance Forward - Past Due</b>	<b>\$138.13</b>
Fees and Adjustments:	\$1.77
Service Related Charges:	\$115.00
Protection Programs:	\$21.67
<b>Total Amount Due:</b>	<b>\$276.57</b>

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

Account No. **1024-210029383534**

Total Amount Due: **\$276.57**

Payment Due By: **October 6, 2021**

If paying after 10/6/21, pay this amount: \$280.10

Amount Enclosed \$

[Empty box for amount enclosed]



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

Service to: 318 N 7TH AVE  
ROYERSFORD, PA 19468-2131

318 NORTH 7TH AVE  
ROYERSFORD, PA 19468-2131

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

0001024210029383534000000000027657013

## Messages from Pennsylvania American Water

- Effective July 1, 2021, the Water Distribution System Improvement Charge changed from -0.11% to 0.00%. This charge funds the replacement of water distribution system facilities.
- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/homewater.pdf](http://www.amwater.com/ccr/homewater.pdf). If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 800-565-7292.
- Approximately 3.58 percent, or \$4.96 of state taxes are included in your current bill.



**CUSTOMER SERVICE: 1-800-565-7292**  
 HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7  
 TTY/TDD FOR THE HEARING IMPAIRED: 711  
 (and then reference Customer Service number listed above)

### SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on My Account at [amwater.com/myaccount](http://amwater.com/myaccount). Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

### EXPLANATION OF FEES AND OTHER TERMS

- Distribution System Improvement Charge (DSIC):** A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge, as approved by the Pennsylvania Public Utility Commission (PUC), will change every three months based on work completed. It will not exceed 7.5% of your bill.
- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

- State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 578, Alton, IL 62002-0578.
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.
- 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 1-888-378-4458.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

**H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need**

I'm adding a one time contribution of \$\_\_\_\_\_ with my payment.

I'd like to add a recurring contribution to each bill of \$\_\_\_\_\_. I understand this amount will be added to each bill.

**Address Change(s)**

\_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

(\_\_\_\_\_) \_\_\_\_\_  Mobile Number

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

### Other ways to pay your bill

	<b>Auto Pay</b>		<b>Online</b>		<b>In Person</b>
Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!		With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit <a href="http://www.amwater.com/MyAccount">www.amwater.com/MyAccount</a> or pay without registration at <a href="http://www.amwater.com/billpay">www.amwater.com/billpay</a> (fee may apply).		We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.	

## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
64176900	100 gal	5/8"	08/17/2021	09/13/2021	1,790 (A)	1,843 (A)	53	53.00	5,300

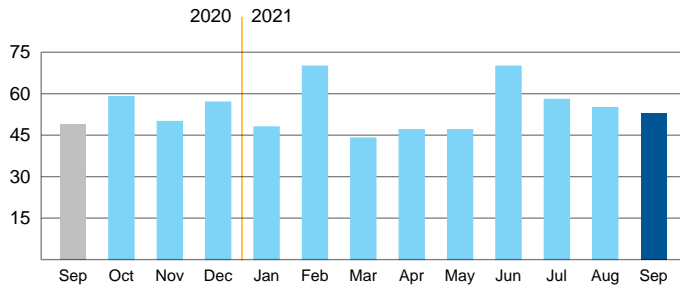
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 5,300

### Billed Usage History (graph shown in 100 gallons)

- 5,300 gallons = usage for this period
- 4,900 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about October 12, 2021  
**Account Type:** Residential

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

**189  
gallons**

Year to Date Billed Usage: 49,200 gallons

### Account Detail

Account No. 1024-210029383534

Service To: 318 N 7TH AVE ROYERSFORD, PA 19468-2131

**Prior Billing** 138.13

**Payments** 0.00

**Balance Forward - Past Due** 138.13

**Fees and Adjustments** 1.77

Water Late Payment Charge 1.31  
Wastewater Late Payment Charge 0.46

#### Service Related Charges - 08/17/21 to 09/13/21

**Water Service** 84.51

Water Service Charge 17.00  
Water Usage Charge (53 x \$1.2991) 68.85  
Deferred Tax Credit (\$85.85 x -1.56%) -1.34

**Wastewater Service** 30.00

Wastewater Service Charge (1 x \$30.00) 30.00  
Wastewater Use Charge (53 x \$0.00) 0.00

**Other Charges** 0.49

Recoupment Surcharge Water 0.49  
(\$85.85 x 0.57%)

**Total Service Related Charges** 115.00

**Protection Programs:** 21.67

**For inquiries, please call 1-888-378-4458**

Water/Sewer Protection 21.67

**Total Current Period Charges** 138.44

**Total Amount Due**



**\$276.57**

### 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.

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



WE KEEP LIFE FLOWING™

Service Address:

374 WALNUT ST  
LIMERICK, PA 19468-2316



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- The Due Date shown on your bill applies to current charges only. **However, \$117.29 is past due and should be paid immediately.** To set up a payment arrangement or see what other bill assistance options may be available to you, please contact us.
- Want to get to know us better? Visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com) to learn more about the services we provide.

For more information, visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com)

Statement

Account No. 1024-210029924379

Total Amount Due: **\$234.05**

Payment Due By: **October 6, 2021**

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: September 14, 2021

Service Period: Aug 17 to Sep 13 (28 Days)

Total Gallons: 5,300

Account Summary – See page 3 for Account Detail

Prior Billing:	\$117.29
Payments:	-\$0.00
<b>Balance Forward - Past Due</b>	<b>=\$117.29</b>
Fees and Adjustments:	+\$1.76
Service Related Charges:	+\$115.00
<b>Total Amount Due:</b>	<b>=\$234.05</b>



View your account information or pay your bill anytime at: [www.amwater.com/MyAccount](http://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. ▼

Account No. 1024-210029924379

Total Amount Due: **\$234.05**

Payment Due By: **October 6, 2021**

If paying after 10/6/21, pay this amount: \$237.56



CONTAINS NOTICE OF PROPOSED RATE BASE ADDITION



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

Service to: 374 WALNUT ST  
LIMERICK, PA 19468-2316

Amount Enclosed \$

374 WALNUT ST  
ROYERSFORD, PA 19468-2316

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

00010242100299243790000000000023405017

## Messages from Pennsylvania American Water

- Effective July 1, 2021, the Water Distribution System Improvement Charge changed from -0.11% to 0.00%. This charge funds the replacement of water distribution system facilities.
- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/homewater.pdf](http://www.amwater.com/ccr/homewater.pdf). If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 800-565-7292.
- Approximately 3.58 percent, or \$4.18 of state taxes are included in your current bill.



**CUSTOMER SERVICE: 1-800-565-7292**  
 HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7  
 TTY/TDD FOR THE HEARING IMPAIRED: 711  
 (and then reference Customer Service number listed above)

### SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on My Account at [amwater.com/myaccount](http://amwater.com/myaccount). Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

### EXPLANATION OF FEES AND OTHER TERMS

- Distribution System Improvement Charge (DSIC):** A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge, as approved by the Pennsylvania Public Utility Commission (PUC), will change every three months based on work completed. It will not exceed 7.5% of your bill.
- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

- State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 578, Alton, IL 62002-0578.
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.
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- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

#### H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$\_\_\_\_\_ with my payment.
- I'd like to add a recurring contribution to each bill of \$\_\_\_\_\_. I understand this amount will be added to each bill.

#### Address Change(s)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

(\_\_\_\_\_) \_\_\_\_\_  Mobile Number

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

#### Other ways to pay your bill

<b>Auto Pay</b>	<b>Online</b>	<b>In Person</b>
Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!	With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit <a href="http://www.amwater.com/MyAccount">www.amwater.com/MyAccount</a> or pay without registration at <a href="http://www.amwater.com/billpay">www.amwater.com/billpay</a> (fee may apply).	We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
63974106	100 gal	5/8"	08/17/2021	09/13/2021	1,650 (A)	1,703 (A)	53	53.00	5,300

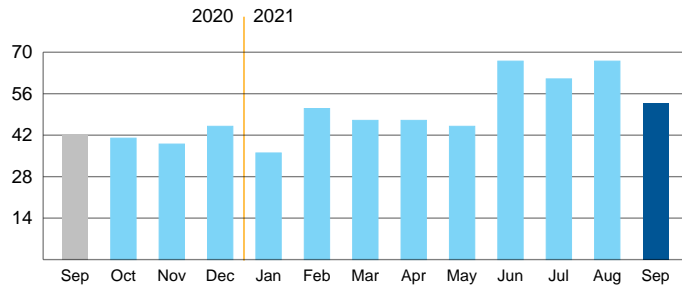
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 5,300

### Billed Usage History (graph shown in 100 gallons)

- 5,300 gallons = usage for this period
- 4,200 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about October 12, 2021  
**Account Type:** Residential

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

**189  
gallons**

Year to Date Billed Usage: 47,400 gallons

### Account Detail

Account No. 1024-210029924379

Service To: 374 WALNUT ST LIMERICK, PA 19468-2316

**Prior Billing** 117.29

**Payments** 0.00

**Balance Forward - Past Due** 117.29

**Fees and Adjustments** 1.76

Water Late Payment Charge 1.20  
Wastewater Late Payment Charge 0.56

#### Service Related Charges - 08/17/21 to 09/13/21

**Water Service** 84.51

Water Service Charge 17.00  
Water Usage Charge (53 x \$1.2991) 68.85  
Deferred Tax Credit (\$85.85 x -1.56%) -1.34

**Wastewater Service** 30.00

Wastewater Service Charge (1 x \$30.00) 30.00  
Wastewater Use Charge (53 x \$0.00) 0.00

**Other Charges** 0.49

Recoupment Surcharge Water 0.49  
(\$85.85 x 0.57%)

**Total Service Related Charges** 115.00

**Total Current Period Charges** 116.76

**Total Amount Due**  **\$234.05**

### 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.

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

**Pennsylvania-American Water Company's Responses to  
the Bureau of Technical Utility Services  
Data Request Set 1**

**Pennsylvania-American Water Company – Wastewater Division Supplement No. 30  
to Tariff Wastewater PA P.U.C. No. 16 at Docket No. R-2021-3028514**

A-11. Please provide copies of two PAWC-WD bills for wastewater service to Rate Zone 10 customers where the customer was billed for less than 5,300 gallons of usage.

Response: Please refer to A-11\_09232021\_Attachment for copies of the two bills as requested with customer names redacted.

Name: Ashley E. Everette  
Title: Sr. Director, Rates & Regulatory



WE KEEP LIFE FLOWING™

Service Address:

██████████  
437 PINE ST  
LIMERICK, PA 19468-1927



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com) to learn more about the services we provide.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com)

Statement

Account No. **1024-220020763864**

<b>Total Amount Due:</b>	<b>\$69.98</b>
<b>Payment Due By:</b>	<b>September 8, 2021</b>

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

**Billing Date:** August 17, 2021  
**Service Period:** Jul 14 to Aug 16 (34 Days)  
**Total Gallons:** 1,800

Account Summary – See page 3 for Account Detail

Prior Billing:		\$62.27
Payments - Thank You!	-	\$62.27
<b>Balance Forward:</b>	=	<b>\$0.00</b>
Service Related Charges:	+	\$69.98
<b>Total Amount Due:</b>	=	<b>\$69.98</b>

**View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://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. ▼

Account No. **1024-220020763864**

<b>Total Amount Due:</b>	<b>\$69.98</b>
<b>Payment Due By:</b>	<b>September 8, 2021</b>

If paying after 9/8/21, pay this amount: \$71.03



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

Service to: 437 PINE ST  
LIMERICK, PA 19468-1927

**Amount Enclosed** \$ **Paid Electronically on Due Date**

██████████  
437 PINE ST  
LIMERICK, PA 19468-1927

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

00010242200207638640000000000006998014

## Messages from Pennsylvania American Water

- Effective July 1, 2021, the Water Distribution System Improvement Charge changed from -0.11% to 0.00%. This charge funds the replacement of water distribution system facilities.
- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/homewater.pdf](http://www.amwater.com/ccr/homewater.pdf). If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 800-565-7292.
- Approximately 3.58 percent, or \$2.51 of state taxes are included in your current bill.

**What's the best way to reach you**

**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 **My Account** at [www.amwater.com/myaccount](http://www.amwater.com/myaccount) to choose how you want to be notified and enter your contact information.



**CUSTOMER SERVICE: 1-800-565-7292**  
 HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7  
 TTY/TDD FOR THE HEARING IMPAIRED: 711  
 (and then reference Customer Service number listed above)

### SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on My Account at [amwater.com/myaccount](http://amwater.com/myaccount). Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

### EXPLANATION OF FEES AND OTHER TERMS

- Distribution System Improvement Charge (DSIC):** A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge, as approved by the Pennsylvania Public Utility Commission (PUC), will change every three months based on work completed. It will not exceed 7.5% of your bill.
- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

- State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 578, Alton, IL 62002-0578.
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.
- 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 1-888-378-4458.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

### H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$\_\_\_\_\_ with my payment.
- I'd like to add a recurring contribution to each bill of \$\_\_\_\_\_. I understand this amount will be added to each bill.

### Address Change(s)

\_\_\_\_\_  
 Name

\_\_\_\_\_  
 Address

\_\_\_\_\_  
 City

\_\_\_\_\_  
 State

\_\_\_\_\_  
 Zip Code

(\_\_\_\_\_) \_\_\_\_\_  
 Phone Number

\_\_\_\_\_  
 E-mail Address

### Other ways to pay your bill



**Auto Pay**



**Online**



**In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
N087070567	100 gal	5/8"	07/14/2021	08/16/2021	2,484 (A)	2,502 (A)	18	18.00	1,800

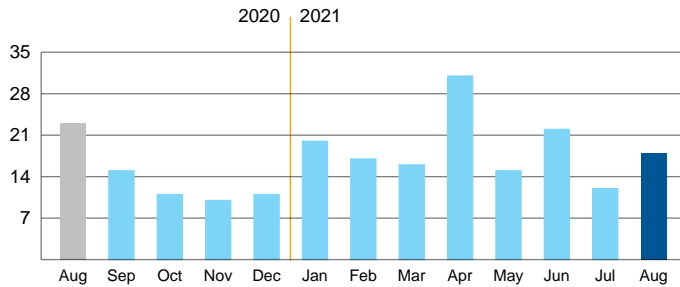
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 1,800

### Billed Usage History (graph shown in 100 gallons)

- 1,800 gallons = usage for this period
- 2,300 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about September 13, 2021  
**Account Type:** Residential

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

**53  
gallons**

Year to Date Billed Usage: 15,100 gallons

### Account Detail

Account No. 1024-220020763864

Service To: 437 PINE ST LIMERICK, PA 19468-1927

**Prior Billing** **62.27**

**Payments** **-62.27**

Total payments as of Aug 9. Thank you! -62.27

**Balance Forward** **0.00**

#### Service Related Charges - 07/14/21 to 08/16/21

**Water Service** **39.75**

Water Service Charge 17.00

Water Usage Charge (18 x \$1.2991) 23.38

Deferred Tax Credit (\$40.38 x -1.56%) -0.63

**Wastewater Service** **30.00**

Wastewater Service Charge (1 x \$30.00) 30.00

Wastewater Use Charge (18 x \$0.00) 0.00

**Other Charges** **0.23**

Recoupment Surcharge Water 0.23

(\$40.38 x 0.57%)

**Total Service Related Charges** **69.98**

**Total Current Period Charges** **69.98**

**Total Amount Due**



**\$69.98**

### Understanding Your Bill

The information below defines some of the new terms you may find on 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.

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



WE KEEP LIFE FLOWING™

Service Address:

523 2ND AVE  
LIMERICK, PA 19468-2210



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com) to learn more about the services we provide.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com)

Statement

Account No. 1024-220016536780

Total Amount Due: \$58.40

Payment Due By: September 8, 2021

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: August 17, 2021

Service Period: Jul 14 to Aug 16 (34 Days)

Total Gallons: 900

Account Summary – See page 3 for Account Detail

Prior Billing:	\$66.13
Payments - Thank You!	-\$66.13
Balance Forward:	=\$0.00
Service Related Charges:	+\$58.40
Total Amount Due:	=\$58.40



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

Account No. 1024-220016536780

Total Amount Due: \$58.40

Payment Due By: September 8, 2021

If paying after 9/8/21, pay this amount: \$59.28



CONTAINS NOTICE OF PROPOSED RATE BASE ADDITION



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

Service to: 523 2ND AVE  
LIMERICK, PA 19468-2210

Amount Enclosed \$ Paid Electronically on Due Date

523 2ND AVE  
ROYERSFORD, PA 19468-2210

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

00010242200165367800000000000005840011

## Messages from Pennsylvania American Water

- Effective July 1, 2021, the Water Distribution System Improvement Charge changed from -0.11% to 0.00%. This charge funds the replacement of water distribution system facilities.
- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/homewater.pdf](http://www.amwater.com/ccr/homewater.pdf). If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 800-565-7292.
- Approximately 3.58 percent, or \$2.09 of state taxes are included in your current bill.

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**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 **My Account** at [www.amwater.com/myaccount](http://www.amwater.com/myaccount) to choose how you want to be notified and enter your contact information.



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 HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7  
 TTY/TDD FOR THE HEARING IMPAIRED: 711  
 (and then reference Customer Service number listed above)

### SERVICES

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- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

### EXPLANATION OF FEES AND OTHER TERMS

- Distribution System Improvement Charge (DSIC):** A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge, as approved by the Pennsylvania Public Utility Commission (PUC), will change every three months based on work completed. It will not exceed 7.5% of your bill.
- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

- State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 578, Alton, IL 62002-0578.
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.
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- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

#### H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$\_\_\_\_\_ with my payment.
- I'd like to add a recurring contribution to each bill of \$\_\_\_\_\_. I understand this amount will be added to each bill.

#### Address Change(s)

\_\_\_\_\_  
 Name  
 \_\_\_\_\_  
 Address  
 \_\_\_\_\_  
 City  
 \_\_\_\_\_  
 State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 (\_\_\_\_\_) \_\_\_\_\_  
 Phone Number  
 \_\_\_\_\_  
 E-mail Address

#### Other ways to pay your bill



**Auto Pay**



**Online**



**In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
N093589439	100 gal	5/8"	07/14/2021	08/16/2021	2,181 (A)	2,190 (A)	9	9.00	900

A = Actual E = Estimate

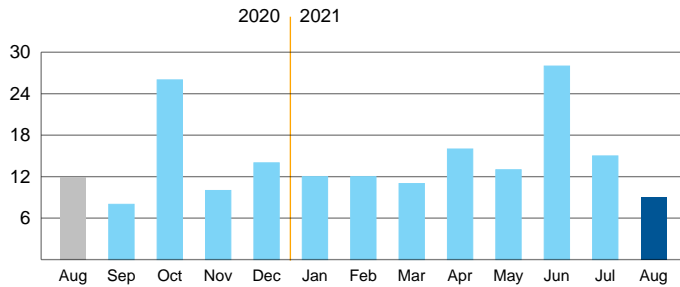
1 Billing Unit = 100 gallons

Total Gallons: 900

### Billed Usage History (graph shown in 100 gallons)

900 gallons = usage for this period

1,200 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about September 13, 2021  
**Account Type:** Residential

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

**26**  
gallons

Year to Date Billed Usage: 11,600 gallons

### Account Detail

Account No. 1024-220016536780

Service To: 523 2ND AVE LIMERICK, PA 19468-2210

**Prior Billing** 66.13

**Payments** -66.13

Total payments as of Aug 9. Thank you! -66.13

**Balance Forward** 0.00

#### Service Related Charges - 07/14/21 to 08/16/21

**Water Service** 28.24

Water Service Charge 17.00

Water Usage Charge (9 x \$1.2991) 11.69

Deferred Tax Credit (\$28.69 x -1.56%) -0.45

**Wastewater Service** 30.00

Wastewater Service Charge (1 x \$30.00) 30.00

Wastewater Use Charge (9 x \$0.00) 0.00

**Other Charges** 0.16

Recoupment Surcharge Water 0.16

(\$28.69 x 0.57%)

**Total Service Related Charges** 58.40

**Total Current Period Charges** 58.40

**Total Amount Due**



**\$58.40**

### 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.
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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.
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- **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.

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

**Pennsylvania-American Water Company's Responses to  
the Bureau of Technical Utility Services  
Data Request Set 1**

**Pennsylvania-American Water Company – Wastewater Division Supplement No. 30  
to Tariff Wastewater PA P.U.C. No. 16 at Docket No. R-2021-3028514**

A-12. Please provide copies of two PAWC-WD bills for wastewater service to Rate Zone 10 customers where the customer was billed for 5,400 gallons of usage. If less than two bills are available, please provide copies of all available bills.

Response: Please refer to A-12\_09232021\_Attachment for copies of the two bills as requested with customer names redacted.

Name: Ashley E. Everette  
Title: Sr. Director, Rates & Regulatory



WE KEEP LIFE FLOWING™

Service Address:

256 WASHINGTON ST  
LIMERICK, PA 19468-2226



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com) to learn more about the services we provide.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com)

Statement

Account No. 1024-210030041533

Total Amount Due:	<b>\$136.79</b>
Payment Due By:	<b>August 9, 2021</b>

Billing Date: July 16, 2021  
 Service Period: Jun 15 to Jul 13 (29 Days)  
 Total Gallons: 5,400

Account Summary – See page 3 for Account Detail

Prior Billing:		\$146.36
Payments - Thank You!	-	\$146.36
Balance Forward:	=	<b>\$0.00</b>
Service Related Charges:	+	\$116.29
Protection Programs:	+	\$20.50
Total Amount Due:	=	<b>\$136.79</b>

View your account information or pay your bill anytime at: [www.amwater.com/MyAccount](http://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. ▼

Account No. 1024-210030041533

Total Amount Due:	<b>\$136.79</b>
Payment Due By:	<b>August 9, 2021</b>



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

Service to: 256 WASHINGTON ST  
LIMERICK, PA 19468-2226

Amount Enclosed \$

256 WASHINGTON ST  
ROYERSFORD, PA 19468-2226

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

00010242100300415330000000000013679017

## Messages from Pennsylvania American Water

- Effective July 1, 2021, the Water Distribution System Improvement Charge changed from -0.11% to 0.00%. This charge funds the replacement of water distribution system facilities.
- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/homewater.pdf](http://www.amwater.com/ccr/homewater.pdf). If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 800-565-7292.
- Approximately 3.58 percent, or \$4.90 of state taxes are included in your current bill.

**What's the best way to reach you**

**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 **My Account** at [www.amwater.com/myaccount](http://www.amwater.com/myaccount) to choose how you want to be notified and enter your contact information.



**CUSTOMER SERVICE: 1-800-565-7292**  
 HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7  
 TTY/TDD FOR THE HEARING IMPAIRED: 711  
 (and then reference Customer Service number listed above)

### SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on My Account at [amwater.com/myaccount](http://amwater.com/myaccount). Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

### EXPLANATION OF FEES AND OTHER TERMS

- Distribution System Improvement Charge (DSIC):** A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge, as approved by the Pennsylvania Public Utility Commission (PUC), will change every three months based on work completed. It will not exceed 7.5% of your bill.
- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

- State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 578, Alton, IL 62002-0578.
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.
- 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 1-888-378-4458.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

### H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$\_\_\_\_\_ with my payment.
- I'd like to add a recurring contribution to each bill of \$\_\_\_\_\_. I understand this amount will be added to each bill.

### Address Change(s)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

(\_\_\_\_\_) \_\_\_\_\_  Mobile Number

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

### Other ways to pay your bill



**Auto Pay**



**Online**



**In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
N087070703	100 gal	5/8"	06/15/2021	07/13/2021	6,921 (A)	6,975 (A)	54	54.00	5,400

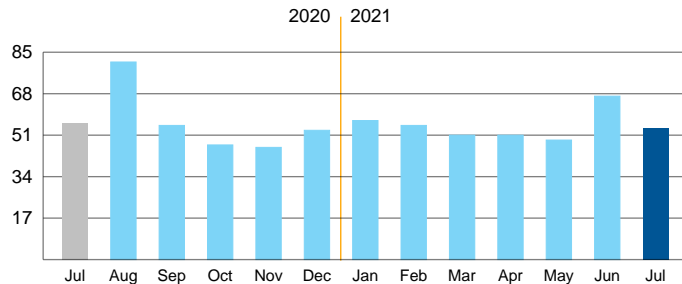
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 5,400

### Billed Usage History (graph shown in 100 gallons)

- 5,400 gallons = usage for this period
- 5,600 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about August 16, 2021  
**Account Type:** Residential

Average daily use for this period is: (29 days)

**186 gallons**

Year to Date Billed Usage: 38,400 gallons

### Account Detail

Account No. 1024-210030041533

Service To: 256 WASHINGTON ST LIMERICK, PA 19468-2226

<b>Prior Billing</b>	<b>146.36</b>
<b>Payments</b>	<b>-146.36</b>
Total payments as of Jul 1. Thank you!	
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 06/15/21 to 07/13/21</b>	
<b>Water Service</b>	<b>85.79</b>
Water Service Charge	17.00
Water Usage Charge (54 x \$1.2991)	70.15
Deferred Tax Credit (\$87.15 x -1.56%)	-1.36
<b>Wastewater Service</b>	<b>30.00</b>
Wastewater Service Charge (1 x \$30.00)	30.00
Wastewater Use Charge (54 x \$0.00)	0.00
<b>Other Charges</b>	<b>0.50</b>
Recoupment Surcharge Water (\$87.15 x 0.57%)	0.50
<b>Total Service Related Charges</b>	<b>116.29</b>
<b>Protection Programs:</b>	<b>20.50</b>
<b>For inquiries, please call 1-888-378-4458</b>	
Water/Sewer/InHome Protection	20.50
<b>Total Current Period Charges</b>	<b>136.79</b>

**Total Amount Due**



**\$136.79**

### 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.

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



WE KEEP LIFE FLOWING™

Service Address:

44 CLOVER PL  
ROYERSFORD, PA 19468



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com) to learn more about the services we provide.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com)

Statement

Account No. 1024-220009861464

<b>Total Amount Due:</b>	<b>\$116.29</b>
<b>Payment Due By:</b>	<b>October 14, 2021</b>

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

**Billing Date:** September 22, 2021  
**Service Period:** Aug 21 to Sep 21 (32 Days)  
**Total Gallons:** 5,400

Account Summary – See page 3 for Account Detail

Prior Billing:	\$108.57
Payments - Thank You!	- \$108.57
<b>Balance Forward:</b>	<b>= \$0.00</b>
Service Related Charges:	+ \$116.29
<b>Total Amount Due:</b>	<b>= \$116.29</b>

View your account information or pay your bill anytime at: [www.amwater.com/MyAccount](http://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. ▼

Account No. 1024-220009861464

<b>Total Amount Due:</b>	<b>\$116.29</b>
<b>Payment Due By:</b>	<b>October 14, 2021</b>



CONTAINS NOTICE OF PROPOSED RATE BASE ADDITION



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

Service to: 44 CLOVER PL  
ROYERSFORD, PA 19468

Amount Enclosed \$ Paid Electronically on Due Date

44 CLOVER PL  
ROYERSFORD, PA 19468-2258

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

0001024220009861464000000000011629011

## Messages from Pennsylvania American Water

- **ATTENTION ROYERSFORD WASTEWATER CUSTOMERS:** If you are also our water customer, there is a "Notice of Proposed Wastewater Acquisition and Rate Base Addition" enclosed with this bill. Please note: The potential water rate impact applies to you, but the potential wastewater rate impact does not apply to you. For Royersford wastewater customers who only receive wastewater service from Pennsylvania American Water, we did not include the notice, because it does not apply to you.
- Effective July 1, 2021, the Water Distribution System Improvement Charge changed from -0.11% to 0.00%. This charge funds the replacement of water distribution system facilities.
- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/homewater.pdf](http://www.amwater.com/ccr/homewater.pdf). If you prefer a paper



**CUSTOMER SERVICE: 1-800-565-7292**  
 HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7  
 TTY/TDD FOR THE HEARING IMPAIRED: 711  
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### SERVICES

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- **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Water Quality, select Water Quality Reports.
- **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

### EXPLANATION OF FEES AND OTHER TERMS

- **Distribution System Improvement Charge (DSIC):** A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge, as approved by the Pennsylvania Public Utility Commission (PUC), will change every three months based on work completed. It will not exceed 7.5% of your bill.
- **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

- **State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.
- **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- **Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 578, Alton, IL 62002-0578.
- **Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.
- **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 1-888-378-4458.
- **Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

### H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$\_\_\_\_\_ with my payment.
- I'd like to add a recurring contribution to each bill of \$\_\_\_\_\_. I understand this amount will be added to each bill.

### Address Change(s)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

(\_\_\_\_\_) \_\_\_\_\_  Mobile Number

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

### Other ways to pay your bill



**Auto Pay**



**Online**



**In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
N084916201	100 gal	5/8"	08/21/2021	09/21/2021	6,459 (A)	6,513 (A)	54	54.00	5,400

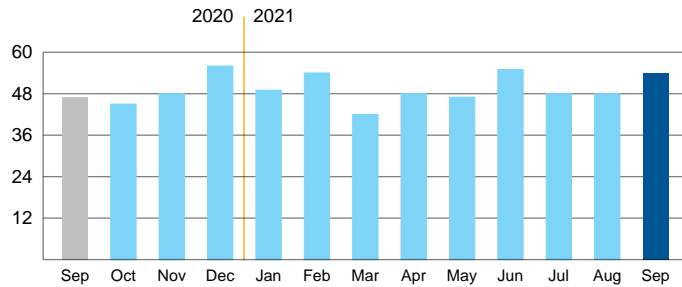
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 5,400

### Billed Usage History (graph shown in 100 gallons)

- 5,400 gallons = usage for this period
- 4,700 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about October 19, 2021  
**Account Type:** Residential

Average daily use for this period is: (32 days)

**169  
gallons**

Year to Date Billed Usage: 44,500 gallons

### Account Detail

Account No. 1024-220009861464

Service To: 44 CLOVER PL ROYERSFORD, PA 19468

**Prior Billing** 108.57

**Payments** -108.57

Total payments as of Sep 14. Thank you! -108.57

**Balance Forward** 0.00

#### Service Related Charges - 08/21/21 to 09/21/21

**Water Service** 85.79

Water Service Charge 17.00

Water Usage Charge (54 x \$1.2991) 70.15

Deferred Tax Credit (\$87.15 x -1.56%) -1.36

**Wastewater Service** 30.00

Wastewater Service Charge (1 x \$30.00) 30.00

Wastewater Use Charge (54 x \$0.00) 0.00

**Other Charges** 0.50

Recoupment Surcharge Water 0.50

(\$87.15 x 0.57%)

**Total Service Related Charges** 116.29

**Total Current Period Charges** 116.29

**Total Amount Due**  **\$116.29**

### 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.
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- 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.

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

## Additional Messages from Pennsylvania American Water

copy to be sent to you, please contact our Customer Service Center at 800-565-7292.

- Approximately 3.58 percent, or \$4.16 of state taxes are included in your current bill.

**Pennsylvania-American Water Company's Responses to  
the Bureau of Technical Utility Services  
Data Request Set 1**

**Pennsylvania-American Water Company – Wastewater Division Supplement No. 30  
to Tariff Wastewater PA P.U.C. No. 16 at Docket No. R-2021-3028514**

A-13. Please provide copies of two PAWC-WD bills for wastewater service to Rate Zone 10 customers where the customer was billed for more than 5,400 gallons of usage.

Response: Please refer to A-13\_09232021\_Attachment for copies of the two bills as requested with customer names redacted.

Name: Ashley E. Everette  
Title: Sr. Director, Rates & Regulatory



WE KEEP LIFE FLOWING™

Service Address:

549 WASHINGTON ST  
LIMERICK, PA 19468-2541



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com) to learn more about the services we provide.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com)

Statement

Account No. 1024-210030045979

Total Amount Due:	<b>\$136.62</b>
Payment Due By:	<b>August 9, 2021</b>

Billing Date: July 16, 2021  
 Service Period: Jun 15 to Jul 13 (29 Days)  
 Total Gallons: 6,500

Account Summary – See page 3 for Account Detail

Prior Billing:		\$204.66
Payments - Thank You!	-	\$204.66
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$136.62
Total Amount Due:	=	<b>\$136.62</b>

View your account information or pay your bill anytime at: [www.amwater.com/MyAccount](http://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. ▼

Account No. 1024-210030045979

Total Amount Due:	<b>\$136.62</b>
Payment Due By:	<b>August 9, 2021</b>

If paying after 8/9/21, pay this amount: \$138.67



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

Service to: 549 WASHINGTON ST  
LIMERICK, PA 19468-2541

Amount Enclosed \$

104 REBECCA DR  
DOWNTOWN, PA 19335-4926

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

00010242100300459790000000000013662014

## Messages from Pennsylvania American Water

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- Approximately 3.58 percent, or \$4.89 of state taxes are included in your current bill.

**What's the best way to reach you**

**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 **My Account** at [www.amwater.com/myaccount](http://www.amwater.com/myaccount) to choose how you want to be notified and enter your contact information.



**CUSTOMER SERVICE: 1-800-565-7292**  
 HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7  
 TTY/TDD FOR THE HEARING IMPAIRED: 711  
 (and then reference Customer Service number listed above)

### SERVICES

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- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

### EXPLANATION OF FEES AND OTHER TERMS

- Distribution System Improvement Charge (DSIC):** A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge, as approved by the Pennsylvania Public Utility Commission (PUC), will change every three months based on work completed. It will not exceed 7.5% of your bill.
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- State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 578, Alton, IL 62002-0578.
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.
- 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 1-888-378-4458.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

#### H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$\_\_\_\_\_ with my payment.
- I'd like to add a recurring contribution to each bill of \$\_\_\_\_\_. I understand this amount will be added to each bill.

#### Address Change(s)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

(\_\_\_\_\_) \_\_\_\_\_  Mobile Number

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

#### Other ways to pay your bill



**Auto Pay**



**Online**



**In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
N087668672	100 gal	5/8"	06/15/2021	07/13/2021	6,705 (A)	6,770 (A)	65	65.00	6,500

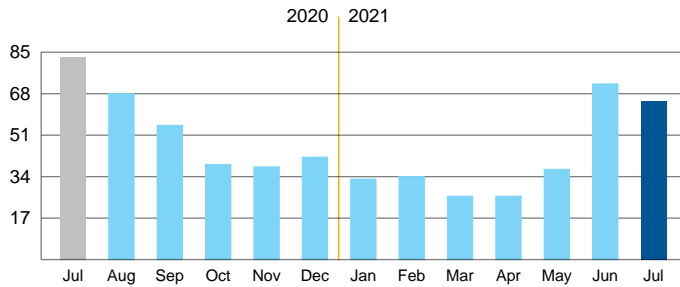
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 6,500

### Billed Usage History (graph shown in 100 gallons)

- 6,500 gallons = usage for this period
- 8,300 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about August 16, 2021  
**Account Type:** Commercial

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

**224  
gallons**

Year to Date Billed Usage: 29,300 gallons

### Account Detail

Account No. 1024-210030045979

Service To: 549 WASHINGTON ST LIMERICK, PA 19468-2541

**Prior Billing** **204.66**

**Payments** **-204.66**

Total payments as of Jun 25. Thank you! -204.66

**Balance Forward** **0.00**

#### Service Related Charges - 06/15/21 to 07/13/21

**Water Service** **99.86**

Water Service Charge 17.00

Water Usage Charge (65 x \$1.2991) 84.44

Deferred Tax Credit (\$101.44 x -1.56%) -1.58

**Wastewater Service** **36.18**

Wastewater Service Charge (1 x \$30.00) 30.00

Wastewater Use Charge (54 x \$0.00) 0.00

(11 x \$0.5615) 6.18

**Other Charges** **0.58**

Recoupment Surcharge Water 0.58

(\$101.44 x 0.57%)

**Total Service Related Charges** **136.62**

**Total Current Period Charges** **136.62**

**Total Amount Due**



**\$136.62**

### 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.

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



WE KEEP LIFE FLOWING™

Service Address:

624 CHURCH ST  
LIMERICK, PA 19468-2102



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com) to learn more about the services we provide.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com)

Statement

Account No. 1024-210030790378

Total Amount Due:	<b>\$215.13</b>
Payment Due By:	<b>August 12, 2021</b>

Billing Date: July 21, 2021  
 Service Period: Jun 15 to Jul 13 (29 Days)  
 Total Gallons: 10,100

Account Summary – See page 3 for Account Detail

Prior Billing:	\$997.16
Payments:	- \$0.00
Balance Forward:	= <b>\$997.16</b>
Service Related Charges:	+ \$203.13
Total Balance (to pay in full):	= <b>\$1,200.29</b>

Installment Plan Amount:	\$12.00
Total Current Period Charges:	+ \$203.13
Total Due - Pay This Amount:	= <b>\$215.13</b>



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



OUT OF BALANCE BILL. NOT A VALID BILL

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Account No. 1024-210030790378

Total Amount Due:	<b>\$215.13</b>
Payment Due By:	<b>August 12, 2021</b>



CONTAINS NOTICE OF PROPOSED RATE BASE ADDITION



PO Box 371412  
Pittsburgh, Pa. 15250-7412

Service to: 624 CHURCH ST  
LIMERICK, PA 19468-2102

Amount Enclosed \$

[Empty box for amount enclosed]

624 CHURCH ST  
LIMERICK, PA 19468-2102

OUT OF BALANCE BILL. NOT A VALID BILL

00010242100307903780000000000046832016

## Messages from Pennsylvania American Water

- Effective July 1, 2021, the Water Distribution System Improvement Charge changed from -0.11% to 0.00%. This charge funds the replacement of water distribution system facilities.
- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/homewater.pdf](http://www.amwater.com/ccr/homewater.pdf). If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 800-565-7292.
- Approximately 3.58 percent, or \$7.27 of state taxes are included in your current bill.

**What's the best way to reach you**

**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 **My Account** at [www.amwater.com/myaccount](http://www.amwater.com/myaccount) to choose how you want to be notified and enter your contact information.



**CUSTOMER SERVICE: 1-800-565-7292**  
 HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7  
 TTY/TDD FOR THE HEARING IMPAIRED: 711  
 (and then reference Customer Service number listed above)

### SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on My Account at [amwater.com/myaccount](http://amwater.com/myaccount). Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

### EXPLANATION OF FEES AND OTHER TERMS

- Distribution System Improvement Charge (DSIC):** A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge, as approved by the Pennsylvania Public Utility Commission (PUC), will change every three months based on work completed. It will not exceed 7.5% of your bill.
- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

- State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 578, Alton, IL 62002-0578.
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.
- 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 1-888-378-4458.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

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- I'm adding a one time contribution of \$\_\_\_\_\_ with my payment.
- I'd like to add a recurring contribution to each bill of \$\_\_\_\_\_. I understand this amount will be added to each bill.

#### Address Change(s)

\_\_\_\_\_  
 Name

\_\_\_\_\_  
 Address

\_\_\_\_\_  
 City

\_\_\_\_\_  
 State

\_\_\_\_\_  
 Zip Code

(\_\_\_\_\_) \_\_\_\_\_  
 Phone Number

\_\_\_\_\_  
 E-mail Address

#### Other ways to pay your bill



**Auto Pay**



**Online**



**In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
63974199	100 gal	5/8"	06/15/2021	07/13/2021	1,586 (A)	1,687 (A)	101	101.00	10,100

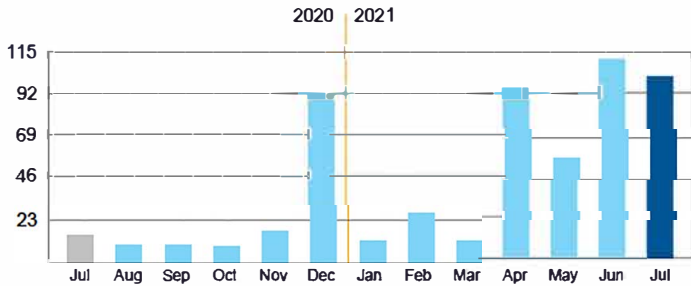
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 10,100

### Billed Usage History (graph shown in 100 gallons)

- 10,100 gallons = usage for this period
- 1,500 gallons = usage for same period last year



Next Scheduled Read Date: on or about August 16, 2021  
Account Type: Residential

Average daily use for this period is: (29 days)



Year to Date Billed Usage: 41,500 gallons

### Account Detail

Account No. 1024-210030790378

Service To: 624 CHURCH ST LIMERICK, PA 19468-2102

<b>Prior Billing</b>		<b>997.16</b>
<b>Payments</b>		<b>0.00</b>
<b>Balance Forward</b>		<b>997.16</b>
<b>Service Related Charges - 06/15/21 to 07/13/21</b>		
<b>Water Service</b>		<b>145.90</b>
Water Service Charge		17.00
Water Usage Charge	(101 x \$1.2991)	131.21
Deferred Tax Credit	(\$148.21 x -1.56%)	-2.31
<b>Wastewater Service</b>		<b>56.39</b>
Wastewater Service Charge	(1 x \$30.00)	30.00
Wastewater Use Charge	(54 x \$0.00)	0.00
	(47 x \$0.5615)	26.39
<b>Other Charges</b>		<b>0.84</b>
Recoupment Surcharge Water		0.84
	(\$148.21 x 0.57%)	
<b>Total Service Related Charges</b>		<b>203.13</b>
<b>Total Current Period Charges</b>		<b>203.13</b>
<b>Total Balance (to pay in full)</b>		<b>1,200.29</b>

<b>Installment Plan Amount</b>	<b>12.00</b>
<b>Total Current Period Charges</b>	<b>203.13</b>

Total Amount Due



**\$215.13**

### Understanding Your Bill

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



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### Installment Plan Summary

Beginning Past Due Balance	\$779.97
Remaining Installment Plan Balance	\$755.97
Number of Installments Remaining	58

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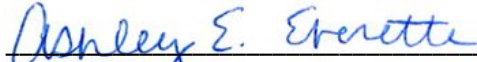
BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Pennsylvania-American Water Company – :  
Wastewater Division Supplement No. 30 to : Docket No. R-2021-3028514  
Tariff Wastewater PA P.U.C. No. 16 :

**VERIFICATION**

I, Ashley E. Everette, hereby state that the facts set forth in **Pennsylvania-American Water Company's Responses to Data Request Set 1 from the Bureau of Technical Utility Services** are true and correct to the best of my knowledge, information and belief. I understand that this Verification is made subject to the provisions and penalties of 18 Pa C.S. § 4904 (relating to unsworn falsifications to authorities).

Dated: October 7, 2021

  
\_\_\_\_\_  
Ashley E. Everette  
Senior Director of Rates and Regulatory  
American Water Works Service Company, Inc.

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Pennsylvania-American Water Company – :  
Wastewater Division Supplement No. 30 to : Docket No. R-2021-3028514  
Tariff Wastewater PA P.U.C. No. 16 :

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CERTIFICATE OF SERVICE

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I hereby certify that I have this day served a true copy of Pennsylvania-American Water Company's Responses to Data Request Set 1 from the Bureau of Technical Utility Services dated September 23, 2021, upon the individuals, listed below, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

VIA ELECTRONIC MAIL

Richard A. Kanaskie  
Director and Chief Prosecutor  
PA Public Utility Commission  
Bureau of Investigation and Enforcement  
400 North Street, 2<sup>nd</sup> Floor West  
Harrisburg, PA 17120  
[rkanaskie@pa.gov](mailto:rkanaskie@pa.gov)

Christine M. Hoover, Esq.  
Interim Acting Consumer Advocate  
PA Office of Consumer Advocate  
555 Walnut Street  
5<sup>th</sup> Floor, Forum Place  
Harrisburg, PA 17101-1923  
[choover@paoca.org](mailto:choover@paoca.org)

Teresa Reed Wagner  
Executive Director  
Small Business Advocate  
PA Office of Small Business Advocate  
Forum Place  
555 Walnut Street, 1<sup>st</sup> Floor  
Harrisburg, PA 17101  
[tereswagne@pa.gov](mailto:tereswagne@pa.gov)

Dated: October 7, 2021



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Elizabeth Rose Triscari, Esq.  
Pennsylvania-American Water Company  
852 Wesley Drive  
Mechanicsburg, PA 17055  
Telephone: (717) 550-1574  
Facsimile: (717) 550-1255  
Email: [elizabeth.triscari@amwater.com](mailto:elizabeth.triscari@amwater.com)