



Susan Simms Marsh
Deputy General Counsel
852 Wesley Drive | Mechanicsburg, PA 17055
Phone: 717-550-1570 | Fax: 717-550-1255
susan.marsh@amwater.com

VIA eFiling

January 14, 2022

Rosemary Chiavetta, Secretary
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120

**Re: Utility Quarterly Reporting Requirements
Docket No. M-2020-3019244**

Dear Secretary Chiavetta:

Pennsylvania-American Water Company is providing the enclosed utility quarterly report for at-risk accounts as requested in Paragraph 9 of the Pennsylvania Public Utility Commission's Order entered October 13, 2020, Ordering Paragraph 2, and further modified by Order entered March 18, 2021, at the above-referenced docket. The report provides the total number of residential and non-residential accounts at risk of termination, the total aggregate dollars of arrears for residential and non-residential accounts (further defined by vintage), and the total number of residential and non-residential accounts disconnected for non-payment with dollar amounts owed.

The report is provided for the months of October, November, December for Years 2019-2021.

If you have any questions, please contact me.

Sincerely,

Susan Simms Marsh

Enclosure

- Total number of Residential and Non-Residential accounts at risk of termination at the end of the month and for the same month the year prior.

Response:

Please refer to the chart below for the requested information.

	Residential	Non-Residential
October 2019	19,615	939
October 2020	44,421	1,709
October 2021	10,079	566
November 2019	9,572	644
November 2020	35,284	1,469
November 2021	6,729	427
December 2019	8,105	556
December 2020	36,330	1,616
December 2021	5,622	348

- Total aggregate dollars of arrears, by Residential and Non-Residential accounts, at the end of the month and for the same month the year prior.

Response:

Please refer to the chart below for the requested information. “Arrears” include amounts that are not subject to collections activity; for example, installment plans are included in arrears but are not subject to collections activity.

	30-60 days*	61-90 days	> 90 days	Total
Residential				
October 2019	\$8,901,223	\$1,899,845	\$13,253,246	\$24,054,315
October 2020	\$12,372,050	\$3,653,496	\$19,532,912	\$35,558,458
October 2021	\$8,804,826	\$1,949,233	\$26,019,167	\$36,773,226
November 2019	\$7,555,896	\$1,727,918	\$13,299,986	\$22,583,800
November 2020	\$9,141,098	\$3,213,551	\$21,716,569	\$34,071,218
November 2021	\$8,156,890	\$1,637,916	\$25,803,216	\$35,598,022
December 2019	\$9,208,593	\$2,130,336	\$13,347,726	\$24,686,655
December 2020	\$12,401,170	\$3,587,883	\$23,779,272	\$39,768,324
December 2021	\$8,898,335	\$1,618,894	\$25,678,292	\$36,195,522

	30-60* days	61-90 days	> 90 days	Total
Non-Residential				
October 2019	\$2,008,010	\$150,157	\$1,274,099	\$3,432,267
October 2020	\$3,716,653	\$750,274	\$2,534,592	\$7,001,518
October 2021	\$4,135,660	\$827,447	\$3,128,913	\$8,092,020
November 2019	\$2,161,965	\$221,401	\$1,284,742	\$3,668,108
November 2020	\$2,515,495	\$625,063	\$2,697,389	\$5,837,946
November 2021	\$2,998,848	\$400,777	\$3,075,362	\$6,474,986
December 2019	\$2,152,733	\$498,377	\$1,331,837	\$3,982,947
December 2020	\$4,460,453	\$622,935	\$2,922,391	\$8,005,779
December 2021	\$2,984,579	\$321,367	\$3,180,922	\$6,486,868

* Total aggregate dollars of arrears includes amounts that are less than 30 days past due. At the request of the Bureau of Consumer Services, these amounts have been added to the respective month's 30-60 day amounts.

3. Total number of Residential and Non-Residential accounts disconnected for non-payment with dollar and amounts owed.

Response:

Please refer to the chart below for the requested information.

	Residential		Non-Residential	
	Amt. Owed	No. of Accts	Amt. Owed	No. of Accts
October 2019	\$726,228	2,455	\$60,522	63
October 2020	\$0	0	\$0	0
October 2021	\$630,343	2,662	\$43,227	92
November 2019	\$648,623	1,771	\$102,157	54
November 2020	\$0	0	\$0	0
November 2021	\$525,960	2,141	\$66,846	84
December 2019	\$181,040	514	\$7,937	18
December 2020	\$0	0	\$0	0
December 2021	\$187,951	646	\$36,712	34