

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

Pennsylvania Public
Utility Commission,
v.
Pennsylvania-American
Water Company

In-Person Public Input
Hearing

Docket Nos.:
R-2023-3043189
R-2023-3043190

Pages 264 - 363

Port Vue Social Hall
1191 Romine Avenue
Port Vue, PA

Monday, January 29, 2024
Commencing at 6:00 p.m.

INDEX TO EXHIBITS

Docket Nos. R-2023-3043189, R-2023-3043190

Hearing Date: January 29, 2024

NUMBER FOR IDENTIFICATION IN EVIDENCE

Bryner Exhibit:

1 13 Documents, bills 326 326

Goughnour Exhibit:

1 Bills	341	343
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Vargo Exhibit:

1 Six pages, bills	347	347
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Account Number: [REDACTED]
Account Holder: Pauline Bryner
Service Address: [REDACTED]
Water Line and Sewer Line Protection Program

AUTOMATIC RENEWAL REMINDER - NO ACTION IS REQUIRED

Your Water Line and Sewer Line Protection Program coverage will automatically renew for another 12 months on February 18, 2024 at the new rate of \$30.99 per month. The cost for your coverage will continue to be charged to your Water Bill. *There's nothing you need to do to ensure your home will stay protected.*

Your Program's details and Terms and Conditions can be viewed by logging into your online account or by visiting AWRUSA.com/terms. Don't have an online account? Visit AWRUSA.com/enroll to register today! If you have any questions or would like to make changes to your enrollment, call us at (855) 390-4573.

With your renewal, you'll continue to enjoy:

- Protection for up to \$12,500 in covered Water Line repairs, up to an additional \$12,500 for Water Line street repairs, up to \$10,000 to clear covered Sewer Line blockages and up to an additional \$10,000 for covered Sewer Line street repairs.
- A network of reliable, pre-qualified, independent contractors.
- Peace-of-mind protection from American Water Resources.

American Water Resources is a trademark of American Water and used under license, but is not owned by American Water. As such, AWR's optional programs are not provided or guaranteed by American Water or its affiliates, and any changes in AWR's prices are not determined or controlled by American Water or its affiliates.

Thank you for being our customer. It's our privilege to serve you.



AMERICAN WATER
RESOURCES®

PO Box 4950, Naperville, IL 60567-4950

PRSRTD STD
U.S. POSTAGE
PAID
HEBRON, OH
PERMIT NO. 39

000037478-L6 001A

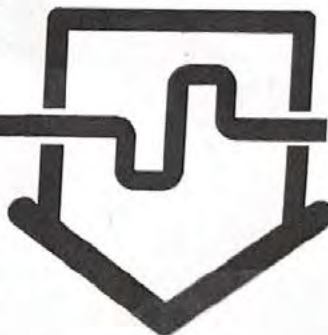
Pauline Bryner



RPIAWPAR122
AWR01

- Enjoy all the benefits you've come to rely on, including:
- Generous protection limits.
- Hassle-Free Claims: American Water Resources handles the entire process, including selecting a prequalified service provider, plus obtaining permits and inspections if needed.
- Freedom from Many Costly Expenses for covered repairs that fall within your program limits. You can hang on to your savings!

**Find ways to protect
your home at AWRUSA.com**





WE KEEP LIFE FLOWING™

Service Address:

PAULINE BRYNER
[Redacted]



Important Account Messages

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

For more information, visit www.pennsylvaniaamwater.com

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

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

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

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

Statement

Account No. [Redacted]

Total Amount Due:	\$9.23
Payment Due By:	August 31, 2021

Billing Date: August 09, 2021
 Service Period: Jun 17 to Jul 19 (33 Days)
 Total Gallons: 1,000

Account Summary – See page 3 for Account Detail

Prior Billing:	-	\$28.25
Payments:	-	\$0.00
Balance Forward:	=	\$28.25
Service Related Charges:	+	\$24.98
Protection Programs:	+	\$12.50
Total Amount Due:	=	\$9.23

Please return bottom portion with your payment! DO NOT send cash. Retain upper portion for your records. 004827/014498 VC02S7 ETM1C00002 (VC02S70010048290103000)



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

Service to [Redacted]

Account No. [Redacted]

Total Amount Due:	\$9.23
Payment Due By:	August 31, 2021

Amount Enclosed \$ [Redacted]

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



004827 1 AV 0.395 04827/004827/014498 20 03 VC02S7 003
 PAULINE BRYNER
 [Redacted]

[Redacted]

Messages from Pennsylvania American Water

- Effective July 1, 2021, the Wastewater Distribution System Improvement Charge decreased from 1.36% to 0.00%. This charge funds the replacement of wastewater collection system facilities.
- *****IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at . 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 \$1.34 of state taxes are included in your current bill.






Water quality you can trust.

Results to prove it.



View your community's water quality report online at pennsylvaniaamwater.com. Under **Water Quality**, select **Water Quality Reports**.







 **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. 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. 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. 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 or pay without registration at 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
[REDACTED]	1,000 gal	5/8"	06/17/2021	07/19/2021	18 (A)	19 (A)	1	10.00	1,000

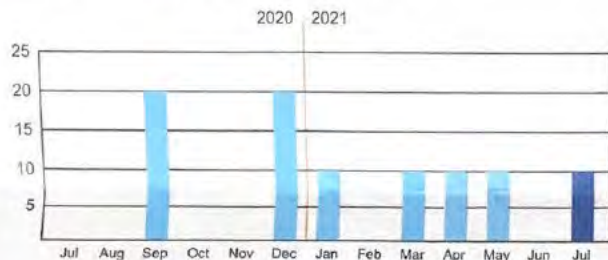
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 1,000

Billed Usage History (graph shown in 100 gallons)

- 1,000 gallons = usage for this period
- 0 gallons = usage for same period last year



Next Scheduled Read Date: on or about August 09, 2021
Account Type: Residential

Average daily use for this period is: (33 days)



Year to Date Billed Usage: 5,000 gallons

Account Detail

Account No. [REDACTED]

Service To: [REDACTED]	
Prior Billing	-28.25
Payments	0.00
Balance Forward	-28.25
Service Related Charges - 06/17/21 to 07/19/21	
Wastewater Service	24.30
Wastewater Use Charge (10 x \$1.3297)	13.30
Wastewater Minimum Charge	11.00
Other Charges	0.68
Recoupment Surcharge WW (\$24.30 x 2.78%)	0.68
Total Service Related Charges	24.98
Protection Programs:	
For inquiries, please call 1-888-378-4458	12.50
Water/Sewer Protection	12.50
Total Current Period Charges	37.48

Total Amount Due **\$9.23**

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>

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WE KEEP LIFE FLOWING™

Service Address:
PAULINE BRYNER

[Redacted address]

Statement

Account No. [Redacted]	
Total Amount Due:	\$47.36
Payment Due By:	January 25, 2024

Billing Date: January 03, 2024
 Service Period: Nov 28 to Dec 27 (30 Days)
 Total Gallons: 1,000

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Save up to \$6.00! Enroll in Paperless Billing and you'll receive a \$2 credit on your next three bills as long as you remain enrolled in paperless billing. Enroll today at amwater.com/mywater. It's secure, clutter-free and environmentally friendly!
- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.

For more information, visit www.pennsylvaniaamwater.com

Account Summary – See page 3 for Account Detail

Prior Billing:		\$21.65
Payments - Thank You!	-	\$21.65
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$19.37
Protection Programs:	+	\$27.99
Total Amount Due:	=	\$47.36

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

Pay by Phone*: Pay anytime at 1-855-748-6066

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

[Redacted area with handwritten 'check' and a circled '11']

* Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 001504/003280 VC3ADC ETM1C00001 (VC3ADC0010015040102000)



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

Service to: [Redacted]

Account No. [Redacted]	
Total Amount Due:	\$47.36
Payment Due By:	January 25, 2024

If paying after 1/25/24, pay this amount: \$47.65

Amount Enclosed \$ 47.36



001504 1 AV 0.495 01504/001504/003280 6 02 VC3ADC 001
PAULINE BRYNER

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

[Redacted]

[Redacted]

[Redacted]

Messages from Pennsylvania American Water

- Effective January 1, 2024, the State Tax Adjustment Surcharge decreased from 0.00% to -0.37%. This charge reflects the reduction to the Pennsylvania Corporate Net Income Tax.
- Approximately 3.64 percent, or \$1.72 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 **MyWater** at amwater.com/mywater to choose how you want to be notified and to 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 MyWater at amwater.com/mywater. 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. 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 2798, Camden, NJ 08101.
- 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. 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 1-888-378-4455.
- Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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 or pay without registration at 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
[REDACTED]	1,000 gal	5/8"	11/28/2023	12/27/2023	29 (A)	30 (A)	1	10.00	1,000

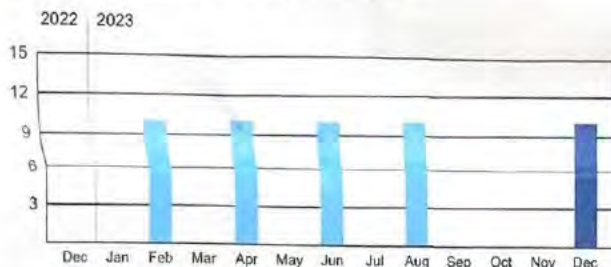
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 1,000

Billed Usage History (graph shown in 100 gallons)

- 1,000 gallons = usage for this period
- 0 gallons = usage for same period last year



Next Scheduled Read Date: on or about January 09, 2024
Account Type: Residential

Average daily use for this period is: (30 days)



Year to Date Billed Usage: 5,000 gallons

Account Detail

Account No. [REDACTED]

Service To: [REDACTED]

Prior Billing	21.65
Payments	-21.65
Total payments as of Dec 13. Thank you!	
Balance Forward	0.00
Service Related Charges - 11/28/23 to 12/27/23	
Wastewater Service	19.37
Wastewater Service Charge (1 x \$14.30)	14.30
Wastewater Use Charge (10 x \$2.875)	28.75
Wastewater Service Charge Discount (\$43.05 x -55.00%)	-23.68
Total Service Related Charges	19.37
Protection Programs:	27.99
For inquiries, please call 1-888-378-4458	
1 Protection Program	27.99
Total Current Period Charges	47.36

Total Amount Due **\$47.36**

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.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

12/27/23

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

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WE KEEP LIFE FLOWING™

Service Address:

PAULINE BRYNER

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.pennsylvaniaamwater.com



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



Pay by Phone*: Pay anytime at 1-855-748-6066



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. 003249/009784 VC1CHQ ETM1C00002 (VC1CHQ0010032530103000)

Statement

Account No. [REDACTED] 2

Total Amount Due:	\$-2.84
Payment Due By:	August 2, 2022

A credit balance exists on the account. No payment is required at this time.

Billing Date: July 11, 2022
 Service Period: May 20 to Jun 20 (32 Days)
 Total Gallons: 0

Account Summary – See page 3 for Account Detail

Prior Billing:	\$4.12
Payments - Thank You!	- \$35.00
Balance Forward:	= -\$30.88
Service Related Charges:	+ \$11.05
Protection Programs:	+ \$16.99
Total Amount Due:	= -\$2.84

Account No. [REDACTED]

Total Amount Due:	\$-2.84
Payment Due By:	August 2, 2022

Paid \$40.


Amount Enclosed \$ Payment Not Required

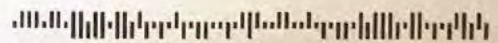


Service to: [REDACTED]


 P.O. BOX 91623
 RANTOUL, IL 61866-8623
 7/20/22




 003249 1 AV 0 423 03249/003249/009784 14 03 VC1CHQ 004
 PAULINE BRYNER
 [REDACTED]


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

Messages from Pennsylvania American Water

- Effective July 1, 2022, the Wastewater Distribution System Improvement Charge increased from 0.42% to 1.17%. This charge funds the replacement of wastewater collection system facilities.
- Approximately 3.58 percent, or \$1.00 of state taxes are included in your current bill.

CUSTOMER ADVISORY MAP

We work hard to keep water flowing around the clock. Our new Customer Advisory Map allows you to search your address to see if there is an active service alert impacting your area.

Visit pennsylvaniaamwater.com to access this new feature.

PENNSYLVANIA AMERICAN WATER

 WE KEEP LIFE FLOWING™

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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- 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 2798, Camden, NJ 08101.
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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 or pay without registration at 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.



WE KEEP LIFE FLOWING™

Meter Reading and Usage Summary

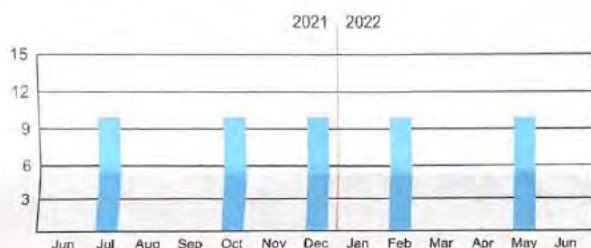
Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
██████ 1	1,000 gal	5/8"	05/20/2022	06/20/2022	23 (A)	23 (A)	0	0.00	0

A = Actual E = Estimate

1 Billing Unit = 100 gallons

Billed Usage History (graph shown in 100 gallons)

- 0 gallons = usage for this period
- 0 gallons = usage for same period last year



Next Scheduled Read Date: on or about July 11, 2022
Account Type: Residential

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



Year to Date Billed Usage: 2,000 gallons

Account Detail

Account No. ██████████ 2

Service To: ██████████ A ██████████

Prior Billing	4.12
Payments	-35.00
Total payments as of Jun 10. Thank you!	-35.00
Balance Forward	-30.88
Service Related Charges - 05/20/22 to 06/20/22	
Wastewater Service	11.00
Wastewater Use Charge (0.00 x \$1.3297)	0.00
Wastewater Minimum Charge	11.00
Other Charges	0.05
Wastewater DSIC (\$11.00 x 0.42%)	0.05
Total Service Related Charges	11.05
Protection Programs:	16.99
For inquiries, please call 1-888-378-4458	
Water/Sewer Protection	16.99
Total Current Period Charges	28.04

Total Amount Due **\$-2.84**

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.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

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



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WATERsource



SAVE WATER. SAVE MONEY.

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

CHECK & FIX LEAKS

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

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

IN THE BATHROOM

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

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

IN THE KITCHEN

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

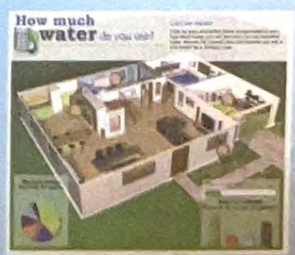
IN THE LAUNDRY ROOM

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



HOW MUCH WATER DO WE USE?

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



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.





TIPS FOR USING WATER WISELY OUTDOORS

Outdoor watering is one of the biggest culprits of high water use during the spring and summer months. Take steps to avoid over watering:

- **No need to water every day.** Instead, only water as needed. Depending on the weather or type of plants/turf, you may find that you only need to water once or twice per week. It can save thousands of gallons of water in a season and lead to a healthier lawn (over watering could lead to shallow roots).
- **Don't set it and forget it.** Your lawn does not need as much water in the cooler, wetter months of spring. Save the more frequent watering for summer! Check your irrigation timer and make sure you have a working rain sensor installed. No rain sensor? Be sure to turn off the sprinkler when it rains.
- **Water late in the day or early in the morning** when the sun is low to minimize evaporation.
- **Collect and store rainwater** in a rain barrel and use it to water your outdoor plants.
- **Use a broom** instead of a hose to clean patios and sidewalks.
- **Choose drought-resistant plants** or native plants. Plants native to the local conditions have the benefit of being able to thrive within them. And, they often require less maintenance and water.
- **Use a hose nozzle on your hose** to better control the flow you are using. Place hoses carefully to avoid watering unnecessary areas like sidewalks.
- **If you use a sprinkler, check sprinkler heads** to make sure they're not watering paved or unwanted areas. Be sure to turn them off when it rains.



Log on to MyWater for Usage Data

Did you know you can view up to three years' worth of water usage data on MyWater? You can also compare your usage to the neighborhood average.

Not enrolled?

Visit amwater.com/mywater. Be sure to have your account number handy.

- **Mulch plant beds to reduce weeds and preserve moisture.** NOTE: over mulching can stress plants. Only two to three inches are needed.
- **Use a bucket of soapy water** rather than leaving the hose running when washing your car or take your car to a car wash that recycles the water.
- **Bathe pets outdoors** in areas that need water.

For more tips on how to detect leaks and use water wisely, visit pennsylvaniaamwater.com.



WE KEEP LIFE FLOWING™

Service Address:

PAULINE BRYNER



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- The Due Date shown on your bill applies to current charges only. However, \$13.50 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 more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.pennsylvaniaamwater.com



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



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



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



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. 002622/005314 VC14N6 ETM1C00001 (VC14N6001002624010200)

Statement

Account No. [REDACTED]

Total Amount Due: \$37.22

Payment Due By: May 26, 2022

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

Billing Date: May 04, 2022

Service Period: Mar 24 to Apr 22 (30 Days)

Total Gallons: 0

Account Summary – See page 3 for Account Detail

Prior Billing:	\$13.50
Payments:	\$0.00
Balance Forward - Past Due	\$13.50
Fees and Adjustments:	\$0.17
Service Related Charges:	\$11.05
Protection Programs:	\$12.50
Total Amount Due:	\$37.22

Account No. [REDACTED] 2

Total Amount Due: \$37.22

Payment Due By: May 26, 2022

If paying after 5/26/22, pay this amount: \$37.55



WE KEEP LIFE FLOWING™



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

Service to: [REDACTED]

Amount Enclosed \$

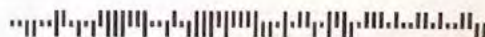
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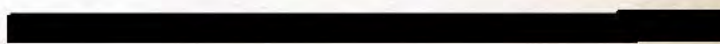
002622 1 AV 0.423 02622/002622/005314 9 02 VC14N6 002
PAULINE BRYNER

[REDACTED]

5/10/22 35.



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

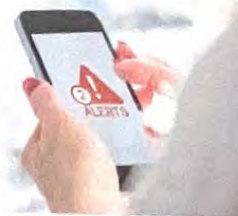


Messages from Pennsylvania American Water

- Effective April 1, 2022, the Wastewater Distribution System Improvement Charge increased from 0.00% to 0.42%. This charge funds the replacement of wastewater collection system facilities.
- Approximately 3.58 percent, or \$0.85 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 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 MyWater at amwater.com/mywater. 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. 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 2798, Camden, NJ 08101.
-  **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. 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 2798, Camden, NJ 08101. 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**

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

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Meter Reading and Usage Summary

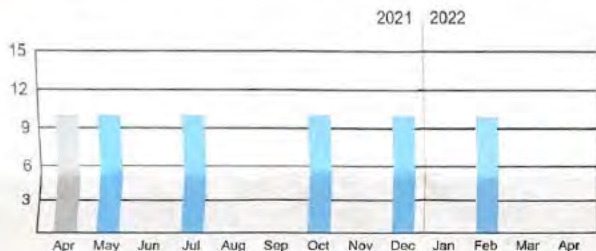
Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	1,000 gal	5/8"	03/24/2022	04/22/2022	22 (A)	22 (A)	0	0.00	0

A = Actual E = Estimate

1 Billing Unit = 100 gallons

Billed Usage History (graph shown in 100 gallons)

- 0 gallons = usage for this period
- 1,000 gallons = usage for same period last year



Next Scheduled Read Date: on or about May 09, 2022
Account Type: Residential

Average daily use for this period is: (30 days)



Year to Date Billed Usage: 1,000 gallons

Account Detail

Account No. [REDACTED] 2

Service To: [REDACTED] 2

Prior Billing	13.50
Payments	0.00
Balance Forward - Past Due	13.50
Fees and Adjustments	0.17
Wastewater Late Payment Charge	0.17
Service Related Charges - 03/24/22 to 04/22/22	
Wastewater Service	11.00
Wastewater Use Charge (0.00 x \$1.3297)	0.00
Wastewater Minimum Charge	11.00
Other Charges	0.05
Wastewater DSIC (\$11.00 x 0.42%)	0.05
Total Service Related Charges	11.05
Protection Programs:	
For inquiries, please call 1-888-378-4458	12.50
Water/Sewer Protection	12.50
Total Current Period Charges	23.72

Total Amount Due **\$37.22**

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.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

PA 01 22

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

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WE KEEP LIFE FLOWING™

Service Address:
PAULINE BRYNER



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

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

For more information, visit www.pennsylvaniaamwater.com



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



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



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



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. 006054/018254 VC11EB ETM1C00003 (VC11EB0010060500103000)



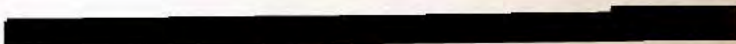
Service to: [Redacted]



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



006054 1 AV 0.423 06054/006054/018254 25 03 VC11EB 005
PAULINE BRYNER



Statement

Account No. [Redacted]

Total Amount Due:	\$13.50
Payment Due By:	May 2, 2022

Billing Date: April 08, 2022
 Service Period: Feb 23 to Mar 23 (29 Days)
 Total Gallons: 0

Account Summary – See page 3 for Account Detail

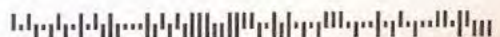
Prior Billing:	\$50.05
Payments - Thank You!	\$60.05
Balance Forward:	-\$10.00
Service Related Charges:	\$11.00
Protection Programs:	\$12.50
Total Amount Due:	\$13.50

Account No. [Redacted]

Total Amount Due:	\$13.50
Payment Due By:	May 2, 2022

If paying after 5/2/22, pay this amount: \$13.52

Amount Enclosed \$ *Paid 35.*



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

Messages from Pennsylvania American Water

- Effective April 1, 2022, the Wastewater Distribution System Improvement Charge increased from 0.00% to 0.42%. This charge funds the replacement of wastewater collection system facilities.
- The PA Public Utility Commission approved a 2-year stepped-in wastewater rate increase for Pennsylvania American Water effective Jan. 28, 2021. The average monthly residential wastewater bill for McKeesport Port Vue customers will increase in Jan. 2022 by \$5.89 (10.34%) for the second step of the rate increase.
- Approximately 3.58 percent, or \$0.84 of state taxes are included in your current bill.

LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

Falling behind on your water or wastewater bill?

There's a new federal temporary emergency program that may help.

Learn more at dhs.pa.gov/WaterHelp.

Apply online at www.compass.state.pa.us, contact 877-395-8930 to request an application, or visit your Department of Human Services county assistance office.



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 MyWater at amwater.com/mywater. 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. 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 2798, Camden, NJ 08101.

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. 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 2798, Camden, NJ 08101. 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 (____) _____ Mobile 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 or pay without registration at 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

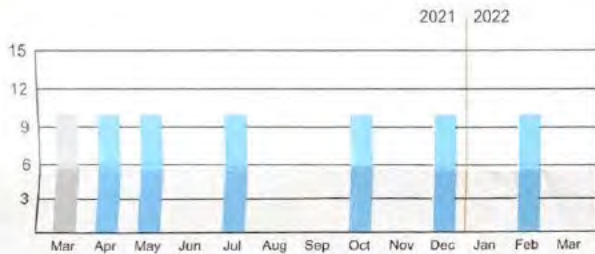
Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
1	1,000 gal	5/8"	02/23/2022	03/23/2022	22 (A)	22 (A)	0	0.00	0

A = Actual E = Estimate

1 Billing Unit = 100 gallons

Billed Usage History (graph shown in 100 gallons)

- 0 gallons = usage for this period
- 1,000 gallons = usage for same period last year



Next Scheduled Read Date: on or about April 08, 2022
Account Type: Residential

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



Year to Date Billed Usage: 1,000 gallons

Account Detail

Account No. [REDACTED] 2

Service To: [REDACTED] 2

Prior Billing	50.05
Payments	-60.05
Total payments as of Mar 15. Thank you!	
Balance Forward	-10.00
Service Related Charges - 02/23/22 to 03/23/22	
Wastewater Service	11.00
Wastewater Use Charge (0.00 x \$1.3297)	0.00
Wastewater Minimum Charge	11.00
Total Service Related Charges	11.00
Protection Programs:	
For inquiries, please call 1-888-378-4458	12.50
Water/Sewer Protection	12.50
Total Current Period Charges	23.50

Total Amount Due **\$13.50**

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.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

HL14 21

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

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WATERsource



PENNSYLVANIA
AMERICAN WATER

Is Spanish
your preferred
language?



OUR WEBSITE (AND MORE) IS NOW AVAILABLE IN SPANISH

We've enhanced access to Pennsylvania American Water's customer service, correspondence, customer communications, news and other important information for customers who speak Spanish. Here are just a few examples:

- **Website:** Customers now have the option of viewing our website in Spanish with a click of a button. To change the language preference, visit pennsylvaniaamwater.com and simply click **Español** on the top right of our homepage. Happy browsing!



- **Field service materials:** When we complete service work at customers' homes and businesses, we often leave a doorhanger behind explaining the work and any follow-up needed. Many of these doorhangers now include information in Spanish.
- **Billing and account-related letters:** Customers can request to receive many standard service-related letters in Spanish by contacting Customer Service at 1-800-565-7292, Monday through Friday, 7 a.m. to 7 p.m.
- **How to read your bill:** We now offer a detailed "How to Read Your Bill" instructional guide in both English and Spanish. Visit pennsylvaniaamwater.com. Under Customer Service & Billing, select Billing & Payment Info; then How to Read Your Bill. Plus, our Customer Care Agents can provide free interpreter assistance if you have any questions about your bill or service.
- **Videos:** Several of our most popular informational videos are now available in Spanish. You can take a virtual tour of our water treatment plant or learn about our bill payment assistance programs at youtube.com/paamwater.

FREE INTERPRETER ASSISTANCE

We offer interpreter services in many languages. If English isn't your preferred language, and you have a question about your bill or any communications you receive from us, please contact Customer Service at 1-800-565-7292, Monday through Friday, 7 a.m. to 7 p.m.

At the prompt, press "2" for Spanish to be connected with a Customer Care Agent who will connect with our third-party interpreter service.



04-2022



¿El español es su idioma de preferencia?

NUESTRO SITIO WEB (Y MUCHO MÁS) AHORA ESTÁ DISPONIBLE EN ESPAÑOL

Hemos mejorado el acceso de servicio al cliente, correspondencia, comunicaciones con el cliente, noticias y otras informaciones importantes de Pennsylvania American Water para clientes hispanohablantes. Estos son algunos ejemplos:

- Sitio web:** Los clientes ahora tienen la opción de visualizar nuestro sitio web en español con tan solo un clic. Para cambiar el idioma de preferencia, visite pennsylvaniamwater.com y haga clic sobre **Español** en la parte superior derecha de nuestra página web. ¡Disfrute la navegación!
- Materiales para el servicio de campo:** Una vez completamos el servicio en las casas o empresas, con frecuencia dejamos un comunicado detrás de la puerta explicando el trabajo y cualquier acción de seguimiento necesaria. Actualmente, muchos de estos comunicados en las puertas incluyen información en español.
- Cartas relacionadas con la facturación y la cuenta:** Los clientes pueden solicitar la entrega de las cartas relacionadas con el servicio estándar en español comunicándose con el servicio al cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.
- Cómo interpretar su factura:** Actualmente ofrecemos una guía de instrucciones detalladas de "cómo interpretar su factura" tanto en inglés como en español. Visite pennsylvaniamwater.com. Seleccione Customer Service & Billing (servicio al cliente y facturación), seleccione Billing & Payment Info (información de facturación y pago), y luego How to Read Your Bill (cómo interpretar su factura). Además, nuestros agentes de servicio al cliente pueden brindarle asistencia en interpretación sin costo si tiene alguna pregunta sobre su factura o servicio.
- Videos:** La mayoría de nuestros vídeos informativos más populares están ahora disponibles en español. Puede participar de un recorrido virtual de nuestra planta de tratamiento de agua o aprender sobre nuestros programas de asistencia al pago de las facturas en youtube.com/paamwater.



ASISTENCIA EN INTERPRETACIÓN SIN COSTO

Ofrecemos servicios de interpretación en varios idiomas. Si el inglés no es su idioma de preferencia, y tiene una pregunta sobre su factura o cualquier comunicado que haya recibido de nosotros, comuníquese con el servicio al cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

Cuando se le solicite, presione "2" para español y será comunicado con un agente de servicio al cliente quien a su vez se conectará con nuestro servicio de interpretación como tercero.




 CHESAPEAKE BAY
 FOUNDATION
Storing & Protecting a Precious Resource

Convert to **Paperless Billing** during April...

WE'LL PLANT A TREE IN YOUR HONOR!

We're partnering with the Chesapeake Bay Foundation to plant a tree for each of our customers who enroll in Paperless Billing during the month of April.

Enroll today at
mywater.amwater.com.
 Be sure to have your account
 number handy.



Keystone
10 MILLION TREES
 PARTNERSHIP



WE KEEP LIFE FLOWING™

Service Address:

PAULINE BRYNER



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

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

For more information, visit www.pennsylvaniaamwater.com



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



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



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



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. 005699/017215 VCOEWQ ETM1C00003

(VCOEWQ0010057010103000)



WE KEEP LIFE FLOWING™



P.O. BOX 91623
RANTOUL, IL 61866-8823

Service to:



430.



005699 1 AV 0.423 05699/005699/017215 23 03 VCOEWQ 004

PAULINE BRYNER

3 W K E

2

Statement

Account No. [REDACTED]

Total Amount Due: **\$14.33**

Payment Due By: **November 30, 2021**

Billing Date: November 08, 2021

Service Period: Sep 18 to Oct 20 (33 Days)

Total Gallons: 1,000

Account Summary – See page 3 for Account Detail

Prior Billing:	\$11.85
Payments - Thank You!	\$35.00
Balance Forward:	-\$23.15
Service Related Charges:	\$24.98
Protection Programs:	\$12.50
Total Amount Due:	\$14.33

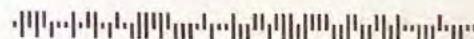
Account No. 1 [REDACTED] 2

Total Amount Due: **\$14.33**

Payment Due By: **November 30, 2021**

If paying after 11/30/21, pay this amount: **\$14.35**

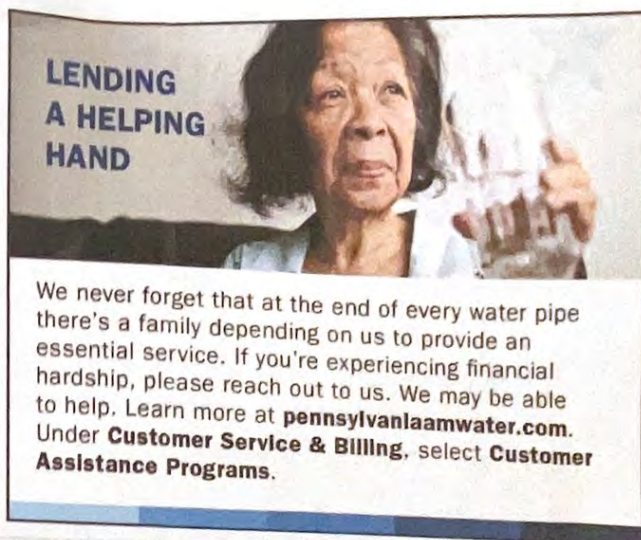
Amount Enclosed \$



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

Messages from Pennsylvania American Water

- Effective July 1, 2021, the Wastewater Distribution System Improvement Charge decreased from 1.36% to 0.00%. This charge funds the replacement of wastewater collection system facilities.
- *****IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at . 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 \$1.34 of state taxes are included in your current bill.



LENDING A HELPING HAND

We never forget that at the end of every water pipe there's a family depending on us to provide an essential service. If you're experiencing financial hardship, please reach out to us. We may be able to help. Learn more at pennsylvaniaamwater.com. Under **Customer Service & Billing**, select **Customer Assistance Programs**.

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. 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. 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. 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 _____ Mobile Number _____

E-mail Address _____

Other ways to pay your bill

<input checked="" type="checkbox"/>	Auto Pay	<input type="checkbox"/>	Online	<input type="checkbox"/>	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 or pay without registration at 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.	



WE KEEP LIFE FLOWING™

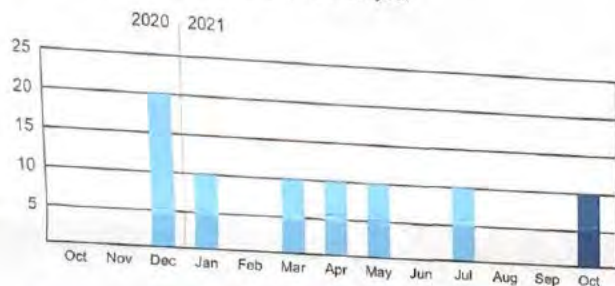
Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
1	1,000 gal	5/8"	09/18/2021	10/20/2021	19 (A)	20 (A)	1	10.00	1,000
								Total Gallons:	1,000

A = Actual E = Estimate
1 Billing Unit = 100 gallons

Billed Usage History (graph shown in 100 gallons)

- 1,000 gallons = usage for this period
- 0 gallons = usage for same period last year



Next Scheduled Read Date: on or about November 08, 2021
Account Type: Residential

Average daily use for this period is: (33 days)

30 gallons

Year to Date Billed Usage: 6,000 gallons

Account Detail

Prior Billing	11.85
Payments	-35.00
Total payments as of Oct 13. Thank you!	-35.00
Balance Forward	-23.15
Service Related Charges - 09/18/21 to 10/20/21	
Wastewater Service	24.30
Wastewater Use Charge (10 x \$1.3297)	13.30
Wastewater Minimum Charge	11.00
Other Charges	0.68
Recoupment Surcharge WW (\$24.30 x 2.78%)	0.68
Total Service Related Charges	24.98
Protection Programs:	12.50
For inquiries, please call 1-888-378-4458	
Water/Sewer Protection	12.50
Total Current Period Charges	37.48

Total Amount Due ➡ **\$14.33**

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>

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WATERsource



PENNSYLVANIA
AMERICAN WATER



HELP STOP WATER THEFT AND HYDRANT TAMPERING

Theft of water service is a crime. Help put an end to it.

Theft of water service is the unauthorized receipt or use of water service without the consent of the water utility.

It usually occurs when an individual knowingly tampers with a fire hydrant, water meter or water service line to obtain water without paying. Theft of water service is illegal, and those found guilty will be subject to penalties, which may include substantial fines and/or time in prison.

Following are examples of theft of service. If you are aware of any of these activities, please give us a call. If any of these situations were preexisting at your property, and you were unaware that it was considered theft of service, contact us so that we can help guide you through correcting the matter.

UNMETERED SERVICE OR BYPASS

This is when a customer receives water service that is not measured through a meter and/or is not being billed for that service. This includes:

- opening valves at the curb or meter that have been turned off by Pennsylvania American Water personnel
- bypassing, removing, disabling or adjusting water meters
- breaking, picking or damaging service locks
- connecting to or intentionally damaging water lines, valves or other equipment for the purpose of stealing

(continued)



We know the value of high-quality, reliable water service. Unfortunately, there are individuals and businesses who attempt to obtain water service without paying for it. When theft occurs, all customers pay the price.

REPORT THEFT OF SERVICE

Call us at 1.800.565.7292



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.



IRRIGATION CONNECTION BEFORE THE METER

When an irrigation or sprinkler system is connected to a water service line before the water meter, this is considered an illegal connection. Contact us for guidance on proper installation.



UNAUTHORIZED USE FOR CONSTRUCTION

From time to time, we find contractors using water service that is unmetered during construction projects. If you work in construction and need to use water on a job, give us a call. We can arrange to install a temporary meter and any necessary backflow prevention devices so that you can obtain water for your needs.



UNAUTHORIZED HYDRANT USE

Filling swimming pools, filling tanker trucks and opening hydrants for "street showers" are all examples of illegal fire hydrant use.



The only individuals who are authorized to use fire hydrants are Pennsylvania American Water employees for maintenance purposes and fire department personnel for fire fighting.

Authorization for other purposes must be pre-approved by Pennsylvania American Water. This is important to our communities because unauthorized use of fire hydrants can also:

- **damage a fire hydrant** and render it inoperative when needed for a fire emergency.
- **cause water main breaks**, which can interrupt water service to nearby customers.



WE KEEP LIFE FLOWING™

Service Address:
MICHAEL BERNICK

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

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

For more information, visit www.pennsylvaniaamwater.com

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

Pay by Phone*: Pay anytime at 1-855-748-6066

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

Statement

Goughnour ^{Page 1 of 4} 1

Account No:	[REDACTED]
Total Amount Due:	\$43.05
Payment Due By:	December 6, 2023

Billing Date: November 14, 2023
Service Period: Oct 04 to Nov 03 (31 Days)
Total Gallons: 1,000

Account Summary – See page 3 for Account Detail

Prior Billing:		\$43.05
Payments - Thank You!	-	\$43.05
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$43.05
Total Amount Due:	=	\$43.05

✓ [REDACTED] 11/20/22

Messages from Pennsylvania American Water

- Approximately 3.64 percent, or \$1.57 of state taxes are included in your current bill.

NEW: Select your Preferred Due Date in MyWater!

Preferred due date allows you to choose the due date of your bill. Log on to your MyWater account, and click "See Options" on the Payment Assistance card. Click "Select" next to Preferred Due Date and select a date from the available calendar options.



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 MyWater at amwater.com/mywater. 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. 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 2798, Camden, NJ 08101.



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. 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 2798, Camden, NJ 08101. 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.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	1,000 gal	5/8"	10/04/2023	11/03/2023	158 (A)	159 (A)	1	10.00	1,000

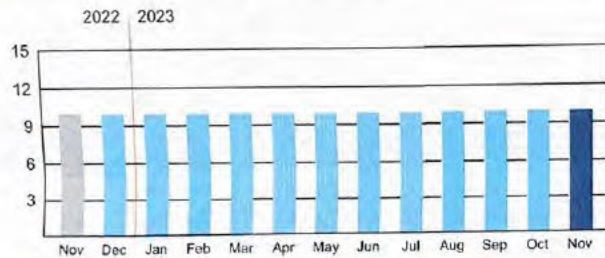
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 1,000

Billed Usage History (graph shown in 100 gallons)

- 1,000 gallons = usage for this period
- 1,000 gallons = usage for same period last year



Next Scheduled Read Date: on or about December 08, 2023
Account Type: Residential

Average daily use for this period is: (31 days)



Year to Date Billed Usage: 11,000 gallons

Account Detail

Account No. [REDACTED]

Service To: [REDACTED]	
Prior Billing	43.05
Payments	-43.05
Total payments as of Oct 25. Thank you!	-43.05
Balance Forward	0.00
Service Related Charges - 10/04/23 to 11/03/23	
Wastewater Service	43.05
Wastewater Service Charge (1 x \$14.30)	14.30
Wastewater Use Charge (10 x \$2.875)	28.75
Total Service Related Charges	43.05
Total Current Period Charges	43.05
Total Amount Due	\$43.05

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.
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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.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

PA.01.22

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

32

Accounting for the period



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Item	Value
Item 1	100
Item 2	80
Item 3	60
Item 4	40
Item 5	20
Item 6	10
Item 7	5
Item 8	2
Item 9	1
Item 10	0.5



Statement

Account No	[Redacted]
Total Amount Due:	\$57.30
Payment Due By:	February 14, 2024

Service Address:
MICHAEL BERNICK
[Redacted]

Billing Date: January 23, 2024
Service Period: Dec 05 to Jan 05 (32 Days)
Total Gallons: 0

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Save up to \$6.00! Enroll in Paperless Billing and you'll receive a \$2 credit on your next three bills as long as you remain enrolled in paperless billing. Enroll today at amwater.com/mywater. It's secure, clutter-free and environmentally friendly!
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at amwater.com/myaccount.

Account Summary – See page 3 for Account Detail

Prior Billing:	\$43.05
Payments:	-\$0.00
Balance Forward:	=\$43.05
Service Related Charges:	+\$14.25
Total Amount Due:	=\$57.30

For more information, visit www.pennsylvaniaamwater.com

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

Pay by Phone*: Pay anytime at 1-855-748-6066

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. 003101/009327 VC3D78 ETM1C00002 1 (VC3D780010031040103100)



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

Account No. [Redacted]

Total Amount Due:	\$57.30
Payment Due By:	February 14, 2024

Service to: [Redacted]

Amount Enclosed \$ [Redacted]



003101 1 AV 0.504 03101/003101/009327 13 03 VC3D78 003
MICHAEL BERNICK
[Redacted]

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

[Redacted]

Messages from Pennsylvania American Water

- Effective January 1, 2024, the State Tax Adjustment Surcharge decreased from 0.00% to -0.37%. This charge reflects the reduction to the Pennsylvania Corporate Net Income Tax.
- Approximately 3.64 percent, or \$0.52 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. Vist **MyWater** at amwater.com/mywater to choose how you want to be notified and to 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 MyWater at amwater.com/mywater. 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. 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 2798, Camden, NJ 08101.
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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 _____ Mobile Number

E-mail Address _____

Other ways to pay your bill

<input checked="" type="checkbox"/> Auto Pay	<input type="checkbox"/> Online	<input type="checkbox"/> 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 or pay without registration at 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

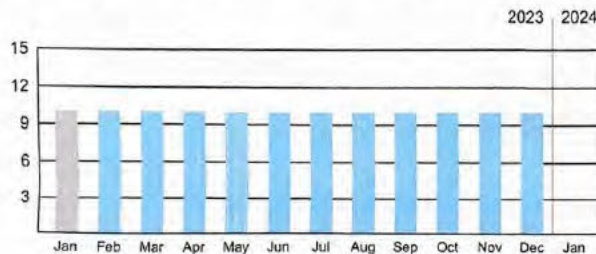
Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	1,000 gal	5/8"	12/05/2023	01/05/2024	160 (A)	160 (A)	0	0.00	0

A = Actual E = Estimate

1 Billing Unit = 100 gallons

Billed Usage History (graph shown in 100 gallons)

- 0 gallons = usage for this period
- 1,000 gallons = usage for same period last year



Next Scheduled Read Date: on or about February 08, 2024
Account Type: Residential

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



Year to Date Billed Usage: 0 gallons

Account Detail

Account No. [REDACTED]

Service To: [REDACTED]	
Prior Billing	43.05
Payments	0.00
Balance Forward	43.05
Service Related Charges - 12/05/23 to 01/05/24	
Wastewater Service	14.30
Wastewater Service Charge (1 x \$14.30)	14.30
Wastewater Use Charge (0.00 x \$2.875)	0.00
Other Charges	-0.05
State Tax Adjustment Surcharge - WW (\$14.30 x -0.37%)	-0.05
Total Service Related Charges	14.25
Total Current Period Charges	14.25

Total Amount Due **\$57.30**

Understanding Your Bill

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- 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.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

PA 01 22

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

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WATERsource



PENNSYLVANIA
AMERICAN WATER

IN CASE OF AN EMERGENCY

What's the best way to reach
you? Phone. Text. Email.
Your Choice!



Pennsylvania American Water uses a mass-notification system to keep customers informed about water service-related events.

THERE ARE TWO TYPES OF NOTIFICATIONS:

- **Emergency alerts:** Include boil water advisories, significant main breaks, water conservation requirements and other major events impacting service.
- **General alerts:** Include planned service outages, local hydrant flushing, low pressure events and traffic impacts.

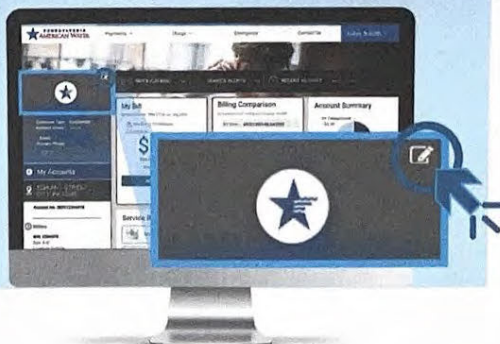
Alerts are automatically sent to all phone numbers and email addresses we have on record. You can also sign up to receive text alerts on up to three phone numbers and email alerts on up to three email addresses.*

Alerts are also posted online on our Customer Advisory Map. Visit pennsylvaniaamwater.com and click **Customer Advisory Map**.

**Standard text, data and phone rates may apply.*

UPDATING YOUR PREFERENCES IS EASY

Log on to MyWater, our online customer portal, at mywater.amwater.com. Click on the Pencil/Edit icon, which will take you to the page where you can update your contact information and preferences. Or, contact Customer Service at 1-800-565-7292.



Did you know you can report a water emergency online?

There are two ways to report a water emergency online. Customers can report a water outage, leak, or other water emergencies anytime through Pennsylvania American Water's website using the "Report Emergency" button at the top of our homepage. Second, if you are enrolled in MyWater, customers can directly report sewer backups, water outages or leaks at the affected property/meter. This feature is fully automated and guides you through a quick and easy process to submit information about the water emergency.



Use salt wisely in winter months to improve safety and help reduce environmental impacts.

ROAD SALT AND DRINKING WATER

When winter strikes, roads are commonly treated with salt to keep them free of ice for safety. Road salt lowers the freezing point of water, melting existing ice and preventing falling snow or rain from freezing. An estimated 20 million tons of salt is spread on U.S. roads each year.

While salt is an effective method for de-icing roads, parking lots, driveways and sidewalks, it can negatively impact the environment. Excess salt can be carried to streams and storm drains or soak directly into the ground, and it can be harmful to aquatic life and drinking water supplies.

Studies have shown increasing concentrations of chlorides in streams across the U.S. related to use of road salt. Higher salt concentrations in sources of drinking water are more difficult and expensive to treat.

LEARN MORE

For more tips on how to help protect our watersheds and drinking water sources, visit us online. Under **Water Quality**, select **Protecting Drinking Water Supplies**.



TIPS TO HELP REDUCE ENVIRONMENTAL AND DRINKING WATER IMPACTS

Here are a few tips residents and businesses can use when applying salt to help reduce the environmental and drinking water impacts.

- Only use as much salt as needed to treat a given area. A 12-oz coffee mug is about a pound of salt and enough to treat a 20-foot driveway.
- Spread salt over the area leaving about three inches of space between the granules.
- Sweep up any extra salt left over on dry pavement so that it does not wash away.
- Shovel snow from driveways and sidewalks before it turns to ice. This reduces the need for de-icing.
- Consider using a different kind of salt. Calcium magnesium acetate and magnesium chloride are generally better alternatives to sodium chloride.
- For businesses that contract snow clearing services, discuss agreements to pay by the area cleared instead of amount of salt used.



Help firefighters save precious time when emergencies strike

CLEAR SNOW AWAY FROM HYDRANTS

Residents can be of great service to the community by clearing the snow around public fire hydrants.

This can help local firefighters in the event of an emergency.

It's a small step that may go a long way to making our communities safer during the winter days ahead.



WE KEEP LIFE FLOWING™

Service Address:

DIAMOND VARGO



THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Save up to \$6.00! Enroll in Paperless Billing and you'll receive a \$2 credit on your next three bills as long as you remain enrolled in paperless billing. Enroll today at amwater.com/mywater. It's secure, clutter-free and environmentally friendly!
- Want to get to know us better? Visit www.pennsylvaniaamwater.com to learn more about the services we provide.

For more information, visit www.pennsylvaniaamwater.com



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



Pay by Phone*: Pay anytime at 1-855-748-6066



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. 001153/002578 VC3ADC ETM1C00001 (VC3ADC0010011530102000)

Statement

Vargo 1

Account No. [Redacted]

Total Amount Due:	\$260.54
Payment Due By:	January 25, 2024

Billing Date: January 03, 2024
 Service Period: Nov 28 to Dec 27 (30 Days)
 Total Gallons: 4,000

Account Summary – See page 3 for Account Detail

Prior Billing:	\$129.30
Payments:	\$0.00
Balance Forward:	\$129.30
Fees and Adjustments:	\$1.94
Service Related Charges:	\$129.30
Total Amount Due:	\$260.54

Account No. [Redacted]

Total Amount Due:	\$260.54
Payment Due By:	January 25, 2024

If paying after 1/25/24, pay this amount: \$264.45

Amount Enclosed \$

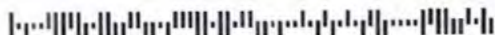


P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: [Redacted]



001153 1 AV 0.495 01153/001153/002578 5 02 VC3ADC 001
 DIAMOND VARGO



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

Messages from Pennsylvania American Water

- Effective January 1, 2024, the State Tax Adjustment Surcharge decreased from 0.00% to -0.37%. This charge reflects the reduction to the Pennsylvania Corporate Net Income Tax.
- Approximately 3.64 percent, or \$4.78 of state taxes are included in your current bill.

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We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit **MyWater** at amwater.com/mywater to choose how you want to be notified and to 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 MyWater at amwater.com/mywater. 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. 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 2798, Camden, NJ 08101.
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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 or pay without registration at 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
[REDACTED]	1,000 gal	5/8"	11/28/2023	12/27/2023	131 (A)	135 (A)	4	40.00	4,000

A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,000

Billed Usage History (graph shown in 100 gallons)

- 4,000 gallons = usage for this period
- 2,000 gallons = usage for same period last year



Next Scheduled Read Date: on or about January 09, 2024
Account Type: Residential

Average daily use for this period is: (30 days)



Year to Date Billed Usage: 41,000 gallons

Account Detail

Account No. [REDACTED]

Service To: [REDACTED]

Prior Billing	129.30
Payments	0.00
Balance Forward	129.30
Fees and Adjustments	1.94
Wastewater Late Payment Charge	1.94
Service Related Charges - 11/28/23 to 12/27/23	
Wastewater Service	129.30
Wastewater Service Charge (1 x \$14.30)	14.30
Wastewater Use Charge (40 x \$2.875)	115.00
Total Service Related Charges	129.30
Total Current Period Charges	131.24

Total Amount Due **\$260.54**

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.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

PA 01 23

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



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WE KEEP LIFE FLOWING™

Service Address:

DIAMOND VARGO

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

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Pay by Phone*: Pay anytime at 1-855-748-6066



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. 033688/132113 VC37AS ETM1C00017 (VC37AS00103369901040)

Statement

Account No. [REDACTED]

Total Amount Due:	\$129.30
Payment Due By:	January 2, 2024

Billing Date: December 08, 2023
 Service Period: Oct 25 to Nov 27 (34 Days)
 Total Gallons: 4,000

Account Summary – See page 3 for Account Detail

Prior Billing:	\$258.41
Payments - Thank You!	= \$258.41
Balance Forward:	= \$0.00
Service Related Charges:	+ \$129.30
Total Amount Due:	= \$129.30

Account No. [REDACTED]

Total Amount Due:	\$129.30
Payment Due By:	January 2, 2024

If paying after 1/2/24, pay this amount: \$131.24

Amount Enclosed \$



Service to: [REDACTED]



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



033688 1 AV 0.495 33688/033688/132113 148 04 VC37AS 01
 DIAMOND VARGO
 [REDACTED]

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

Messages from Pennsylvania American Water

- Approximately 3.64 percent, or \$4.71 of state taxes are included in your current bill.

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 HOURS: M-F, 7am-7pm • Emergencies: 24/7
 TTY/TDD FOR THE HEARING IMPAIRED: 711
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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 or pay without registration at 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
[REDACTED]	1,000 gal	5/8"	10/25/2023	11/27/2023	127 (A)	131 (A)	4	40.00	4,000

A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,000

Billed Usage History (graph shown in 100 gallons)

- 4,000 gallons = usage for this period
- 2,000 gallons = usage for same period last year



Next Scheduled Read Date: on or about December 08, 2023
Account Type: Residential

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



Year to Date Billed Usage: 37,000 gallons

Account Detail

Account No. [REDACTED]

Service To: [REDACTED]	
Prior Billing	258.41
Payments	-258.41
Total payments as of Nov 16. Thank you!	-258.41
Balance Forward	0.00

Service Related Charges - 10/25/23 to 11/27/23

Wastewater Service	129.30
Wastewater Service Charge (1 x \$14.30)	14.30
Wastewater Use Charge (40 x \$2.875)	115.00
Total Service Related Charges	129.30
Total Current Period Charges	129.30

Total Amount Due ➔ **\$129.30**

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.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

PA.01.22

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



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HELP THE ENVIRONMENT & PUT \$6 IN YOUR POCKET

ENROLL IN PAPERLESS BILLING DURING THE MONTH OF DECEMBER & SAVE UP TO \$6.00!

Protecting the environment and our watersheds is important to us. As part of our sustainability efforts, if you enroll in Paperless Billing during the month of December, you'll receive a \$2 credit on your next three bills* as long as you remain enrolled in Paperless Billing.

We'll send you an email with the amount due, the due date and a link to view your bill online (along with any materials that would have been included with your paper bill). In fact, you have access to up to 36 months of statements online.

To be eligible for the credit, be sure to enroll in Paperless Billing between Dec. 1, 2023, and Dec. 31, 2023, at amwater.com/mywater.

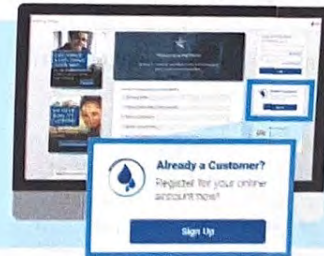
IT'S CONVENIENT, CLUTTER-FREE & ENVIRONMENTALLY-FRIENDLY.

This is a limited-time program, the cost of which will not be passed on to customers. This offer is only available to customers who were not enrolled in Paperless Billing as of November 30, 2023.



NOT ENROLLED IN MYWATER?

Visit amwater.com/mywater and click on **Sign Up**. Have your account number handy.



**Depending on the timing of your bill, the credit will begin to appear on your January or February bill.*





Winter's coming PREPARE YOUR PIPES

BEFORE THE COLD SETS IN



Know how to shut off your water: Locate your main water shut-off valve. In many homes, it is located near the water meter or close to where the water pipe enters the home. Hang the I.D. tag on the valve so you can find it quickly in an emergency. While you are there, check the material of your service line material and report your findings to us at pennsylvaniaamwater.com/leadfacts.



Check sprinkler or irrigation systems: Make sure everything is turned off and fully drained.



Eliminate sources of cold air near water lines: Check for pipes in areas that might be prone to freezing, such as crawl spaces, unheated rooms, basements, garages, and exterior walls. Fix drafty windows, insulate walls around pipes and plug drafts around doors.



Protect your pipes: Where pipes are exposed to cold, wrap them with insulation or heat tape (even fabric or newspaper can help).

WHEN TEMPERATURES STAY BELOW FREEZING



Give pipes a helping hand: If pipes run through cabinets or vanities, open the doors to let warmer room temperatures flow in.



Keep water moving through the pipes: Allow a small trickle of water to run. The cost of the extra water is typically lower than the cost to repair a broken pipe.

IF YOUR PIPES FREEZE



Shut off the water immediately: Don't attempt to thaw pipes without turning off the main shut-off valve.

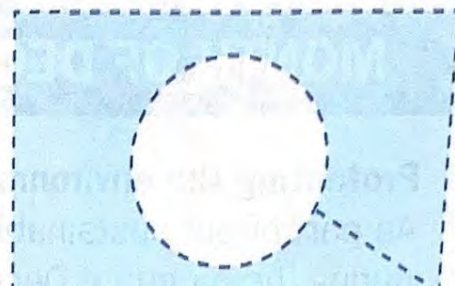


Thaw a frozen pipe by warming the air around it: Do not leave space heaters unattended and avoid using kerosene heaters or open flames.



Carefully turn the water back on: Once pipes are thawed, slowly turn the water back on and check pipes and joints for any cracks or leaks.

HANG THIS TAG ON YOUR MAIN SHUT OFF VALVE



WATER SHUT-OFF VALVE

You may want to test the valve to be sure it works properly. To test it, find your main shut-off valve and slowly close it.

- **Ball valve:** Generally, it only requires a quarter turn to close ball valves so that the handle is perpendicular to the water line. In the image below, the valve is open.
- **Gate valve:** Gate valves are generally closed by turning the handle clockwise. If the valve does not turn easily, do not force it and consider having the valve repaired so that it turns easily.

Once the shut-off valve is completely closed: Check sinks and other fixtures to be sure you have found the main valve and that it is working properly. To turn water back on, slowly turn the valve until fully reopened.

CUT HERE





**WANT FAST,
SIMPLE,
24/7 ONLINE
SERVICE?**

We've got you covered with
MyWater



Managing your account online is **quick and simple** with our self-service website, **MyWater**.



View and pay your bill

You can make a one-time payment or sign up for Auto Pay using your credit card and/or bank account. No stamps required!



Update contact info & alert preferences

That way, we can reach you in an emergency how you prefer to be contacted (phone, text and/or e-mail).



View current alerts & report an emergency

No need to call us!



Log on to MyWater today and begin managing your account, anytime, anywhere!

Not registered?

Visit **amwater.com/mywater** and click on Sign Up. Have your account number handy.



