

Pennsylvania Public
Utility Commission,
v.
Pennsylvania American
Water Company

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

Public Input Hearing

Pages 1617 - 1765

Judge's Chambers
Keystone Building
400 North Street
Harrisburg, PA 17120

Wednesday, February 7, 2024
Commencing at 1:02 p.m.

INDEX TO EXHIBITS

Docket Nos. R-2023-3043189

R-2023-3043189

Hearing Date: February 7, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Liguore Exhibit 1:

(12/19/23 Letter)

1664

1675

Liguore Exhibit 2:

(Notice of Proposed Water

Rate Changes) 1665 1675

Liguore Exhibit 3:

(El Paso, Texas Bill) 1664 1675

Liguore Exhibit 4:

(2016 PA American
Water Bill) 1664 1675

Liguore Exhibit 5:

(Aqua Water Bill) 1664 1675

Liguore Exhibit 6:

(2024 PA American
Water Bill) 1664 1675

19 December 2023

Pennsylvania Public Utility Commission
Post Office Box 3265
Harrisburg, PA 17105-3265

Reason: Notice of Proposed Water Rate Changes

Dear PUC Team,

I recently received a Pennsylvania American Water “: Notice of Proposed Water Rate Changes” which prompted this letter to you. The increase for a residential user like myself is around \$18 per month. This is out of line with their mission of providing safe, clean, reliable and **affordable** drinking water and wastewater services.

In our township Pennsylvania American Water does not provide wastewater services.

As part of my investigation, I reviewed their recent financial data. They seem to be a well-run profitable company. I do own some of their stock in one of my index funds.

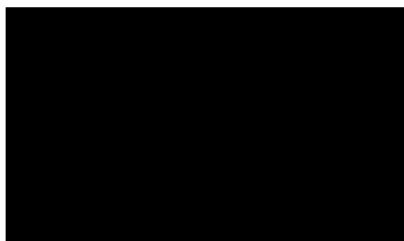
When you compare Pennsylvania American Water to areas where I have lived, they are very expensive for a regulated utility.

We moved to our current home in Lawrence County, Neshannock Township from El Paso, Texas on 1/1/2016. El Paso has the largest inland de-salination plant in the world. It takes water from an underground Salt Lake. El Paso is located in a desert so you would expect the water to cost more.

- Please see the attached El Paso Water Utilities bill. This bill includes Water, Sewer and Trash. The bill shows 2,244 gallons of water usage for \$13.53.
- Our Pennsylvania American Water bill for February 2016 is attached as well. The bill shows 2100 gallons of water usage for \$38.00. Almost three times as much for water. Pennsylvania has water everywhere. All it needs is to be treated and distributed.
- We are from Ohio originally so I attached my brother’s current water bill. The bill shows 3,100 gallons of water usage for \$46.31. My brother lives in one of the higher cost water districts.
- The next attachment is our current water bill. The bill shows 3,300 gallons of water usage for \$70.66. This is 50% more then just driving over the border into Ohio.

I believe that Pennsylvania American Water has asked for increases to fund infrastructure before. All projects have a start and finish date. When they were granted an increase for projects, the increase must have had an end date where our water bill was to be reduced. I have not seen any decreases. The PUC should have a record of increases granted and end dates. Please recover the money for us customers as far back as you can before you grant any additional increases.

Harry M Liguore





P E N N S Y L V A N I A
A M E R I C A N W A T E R

NOTICE OF PROPOSED WATER RATE CHANGES

Dear Customer:

On April 29, 2022, Pennsylvania American Water filed a request with the Pennsylvania Public Utility Commission (PUC) to increase your water rates as of June 28, 2022. A full investigation of this request could delay the change until January 2023. This notice describes our request, the PUC's role, and what actions you can take.

RATE REQUEST

Pennsylvania American Water is requesting an overall increase of \$173.2 million for all of its water and wastewater operations. From 2022 through 2023, Pennsylvania American Water will have invested approximately \$1.13 billion to improve service reliability, water quality and fire protection for more than 400 communities across the Commonwealth.

These investments include necessary upgrades to treatment facilities, storage tanks, wells and pumping stations to help ensure that systems meet regulatory standards. Pennsylvania American Water will also have replaced approximately 90 to 100 miles of aging pipeline, as well as valves, service lines and other parts of its 11,613-mile network of water and sewer lines. By making prudent, ongoing investments to maintain and upgrade water and wastewater systems, Pennsylvania American Water is committed to protecting communities from public health concerns and quality of life issues associated with failing infrastructure.

If the entire rate request is approved as filed, the typical water bill for:

- Residential customers using 3,212 gallons a month would increase from \$60.49 to \$75.49 per month.
- Commercial customers using 22,561 gallons a month would increase from \$294.78 to \$379.87 per month.
- Industrial customers using 528,207 gallons a month would increase from \$5,263.16 to \$6,527.24 per month.

Pennsylvania American Water's filing also requests a combined revenue requirement for the company's water and wastewater operations as authorized by legislation enacted in 2012, as well as a revenue stabilization mechanism, which is an alternative rate mechanism, in accordance with 66 Pa. C.S. § 1330. If the revenue stabilization mechanism is approved as filed, the immediate impact on your rates would be \$0.

To find out more about how the request might affect your water bill, please contact Pennsylvania American Water's customer service center at 1-800-565-7292. You can also find the rates requested by Pennsylvania American Water in Original Tariff Water PA PUC No. 5, and Original Tariff Wastewater PA PUC No. 16 on our website at www.pennsylvaniaamwater.com. Under the Customer Service menu, select "Your Water and Wastewater Rates." You can also review the material filed with the PUC at our office at 852 Wesley Drive, Mechanicsburg, PA 17055. In addition, you can request that we mail you a copy of Pennsylvania American Water's Statement of Reasons, which is a plain language summary of why we are requesting the rate change.

PUC ROLE

The state agency that approves rates for regulated public utilities is the PUC. The PUC will review and investigate the requested rate increase. Pennsylvania American Water must prove that the requested rates are reasonable. After examining the evidence, the PUC might grant all, some, or none of the request, or it might reduce existing rates. **As a result, the final effect on your bill might be different than the company's request.**

ACTIONS YOU CAN TAKE

There are three ways you can challenge Pennsylvania American Water's request:

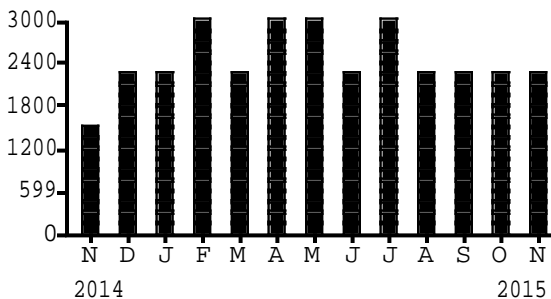
- 1. Send a letter to the PUC.** You can tell the PUC why you object to the requested rate increase in your letter. You can also tell the PUC about any other concerns you have about the company. This information can be helpful when the PUC investigates the rate request. Send your letter to the Pennsylvania Public Utility Commission, Post Office Box 3265, Harrisburg, PA 17105-3265.
- 2. Attend or present testimony at a PUC public input hearing.** You can attend or be a witness at a PUC public hearing. The PUC holds public input hearings if it opens an investigation of Pennsylvania American Water's rate request and if there is enough interest in the case. At these hearings, you can present your views to the PUC judge and to company representatives. Testimony under oath becomes part of the rate case record. The PUC holds these hearings in the service area of the company. For more information, call the PUC at



YOUR MONTHLY WATER USE IN GALLONS

OFFICE HOURS 8am - 5pm
 CALL CENTER HOURS 7am - 9pm
 MONDAY THRU FRIDAY
 6400 BOEING DR.

Liguore 3



CALL CENTER OR EMERGENCY 594-5500
 ENVIRONMENTAL SERVICES 212-6000

SERVICE PERIOD	
FROM	TO
10/21/15	11/18/15

METER READINGS	
PREVIOUS	PRESENT
311	314
TOTAL CCFS	3
GALLONS	2,244

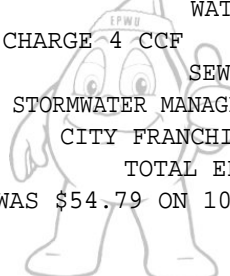
ACCOUNT NO.	SERVICE ADDRESS
[REDACTED]	[REDACTED]

YOUR AVERAGE WINTER CONSUMPTION FOR WATER = 8 SEWER = 4 METER = 5/8 X 3/4"

EL PASO WATER UTILITIES (EPWU) CHARGES:

WATER SUPPLY REPLACEMENT CHARGE	7.94
WATER MINIMUM CHARGE 4 CCF	5.59
WATER BILL	13.53
SEWER MINIMUM CHARGE 4 CCF	11.80
SEWER BILL	11.80
STORMWATER MANAGEMENT	3.21
CITY FRANCHISE FEE	1.33
TOTAL EPWU BILL:	29.87

LAST PAYMENT WAS \$54.79 ON 10/31/2015



CITY OF EL PASO ENVIRONMENTAL SERVICES (ESD) CHARGES:

GREY TRASH BIN	17.00
ENVIRONMENTAL FEE	5.00
SALES TAX	1.82
FRANCHISE FEE (NO TAX)	1.10
TOTAL BILL	24.92

CALL 212-6000 REGARDING ANY GARBAGE, RECYCLING OR OTHER ESD RELATED SERVICES.

	DUE DATE	TOTAL BILL
PLEASE MAKE CHECKS PAYABLE TO EL PASO WATER UTILITIES	12/07/15	54.79

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT

DUE DATE	TOTAL BILL	SERVICE TO
12/07/15	54.79	11/18/15
ACCOUNT NO.	SERVICE ADDRESS	
[REDACTED]	[REDACTED]	



P.O. BOX 511
 EL PASO, TX 79961-0511

HARRY LIGUORE



**El Paso Water Utilities Offers Public Tours
State-of-the-Art Facility Will Help Deliver Safe, Reliable Water Supply**

The public is invited to free tours of El Paso Water Utilities' latest innovative water supply project, the Advanced Water Purification Pilot Facility. We are pilot testing a process that will transform used water into fresh, purified drinking water. Upon regulatory approval, we will build a full scale facility that will be a national model.

Registration required. Call: 594-5680 to sign up or visit www.epwu.org/purifiedwater for more information.

For service or account information, you can call 594-5500
from 7 a.m. to 9 p.m. Monday through Friday.

Mark Your Calendar

Theme/Title: Protect Your Pipes
Date/Time: Saturday, December 5, 2015 - 10:00 a.m. - 11:00 a.m.
Location: Carlos M. Ramirez Tech₂O Learning Center, 10751 Montana Ave. 79935
Cost: FREE
Description: Freezing winter temperatures can sometimes mean busted pipes that frustrate homeowners, damage property, and waste thousands of gallons of water. Learn quick, easy, and inexpensive ways to avoid a wintertime water headache.

The Tech₂O Center will be closed November 26-29 and December 25-27.

Contact the Tech₂O Center, 915-621-2000 or conservation@epwu.org for more information on the event listed.

When Can I Water?

Even address: Tuesday, Thursday, or Saturday
 Odd address: Wednesday, Friday, or Sunday
 Schools, Parks, Cemeteries and Industrial Parks: Monday, Wednesday or Friday

To report water waste call 594-5508.



Look for the **WaterSense** label and save water, money and the environment.
epa.gov/watersense

To pay your bill on-line go to www.epwu.org

EL PASO WATER UTILITIES AUTHORIZED PAYMENT AGENCIES

- | | | | |
|---------------------------------------|---|---|---|
| 1 Big Lots
7025 N. Mesa | 2 Texas Store
306 E. Overland Ave. | 3 Anna's Linens
5567 Alameda | 4 Household Furniture
7601 North Loop |
| 5 Cal TV Homestore
700 N. Zaragoza | 6 Beall's
1840 N. Lee Trevino
9155 Dyer | 7 Licon Dairy Store
11951 Glorieta RD. | 8 Albertson's
Chelmont Shopping Center |

Visit the Customer Service section of our website at www.epwu.org for additional authorized payment agencies at area Walmart and Kmart stores

Customers making payments at the above payment agencies will be assessed a service transaction fee. If you have a PAST due please DO NOT make payments at the payment agency unless payment is being made before the DUE DATE shown on the bill. The responsibility for payments made at an UNAUTHORIZED UTILITY BILL PAYMENT COMPANY through its personal checks, cashier checks, money orders, or debit cards is the customer's. The customer does so at his sole risk and the utility does not assume responsibility for the solvency of such companies. If you use personal checks, cashier checks or money orders.

When you submit a check for payment, you authorize EPWU to complete the payment by a one-time ACH transaction or other method. Your bank account will be debited in the amount of the check as early as the day it is received; afterward, the check will be deposited.



PO Box 371412, Pittsburgh, Pa. 15250-7412

For Service To: [REDACTED]

Check this box for address changes and note new address on back.

Account Number	[REDACTED]
Due Date	March 7, 2016
Total Due	\$38.00
If Paid After Due Date	\$38.57 after 3/7/16

Liguore 4

Amount Enclosed \$ [REDACTED]

HARRY LIGUORE



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



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

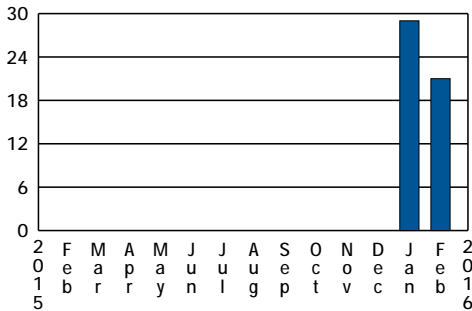
- Billing date: February 12, 2016
- Due Date: March 7, 2016
- Billing period: Jan 15 to Feb 11 (28 Days)
- Next reading on or about: Mar 11, 2016
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	
Size of meter	5/8"
Current Read	50 (Actual)
Previous Read	29 (Actual)
Total water used this billing period	21 units (2,100 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2016: 21.00 CGL
- Same billing period 2015: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To:
For Account

Prior Balance	
• Balance from last bill	76.52
• Payments as of Jan29. Thank you!	-76.52
Balance Forward	0.00
Current Water Service	
• Water Service Charge	15.00
• Water Usage Charge (\$1.02140000 x 21.00)	21.45
• Total Water Service Related Charges	36.45
Other Charges	
• State Tax Adjustment Surcharge	-0.05
• Distribution System Improvement Charge (36.45 x 4.40%)	1.60
• Total Other Charges	1.55
TOTAL CURRENT CHARGES	38.00

TOTAL AMOUNT DUE **\$38.00**

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Pennsylvania American Water

- Effective January 1, 2016, the State Tax Adjustment Surcharge (STAS) was decreased from -0.04% to -0.13%.
- Have you recently changed your primary phone number? If you have, please update your account information online using My H2O Online at www.amwater.com/myh2o or call us at the number below so that we can update our records.
- Effective January 1, 2016, the Water Distribution System Improvement Charge increased from 2.48% to 4.40%. This charge funds the replacement of water distribution system facilities.
- Approximately 4.44 percent, or \$ 1.69 , of state taxes are included in your current bill.
- Any portion of the water charges which is not paid as of 03/07/2016 will be subject to a 1.50% penalty.

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number ()

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for all transactions. Want to avoid this fee? Enroll or log on to amwater.com/myh2o and pay by e-check. There's no fee.

Phone: Pay through our payment partner's automated phone system at 855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.


In Person: We have agreements with local businesses to accept payments on our behalf. To find an authorized payment agent nearest you, visit amwater.com.

Don't have Internet: Obtain locations where you can pay your bill in person by calling 1-800-565-7292.

- Please send written correspondence to Customer Service at: PO Box 578, Alton, IL 62002-0578.
- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- 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, although your physical check will not be presented to your financial institution or returned to you. The original check will be destroyed after it is processed. This transaction will not enroll you in any American Water automatic debit process and will only occur each time a check is received. Any re-submissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure in American Water's check conversion programs.

EXPLANATION OF FEES AND OTHER TERMS

- **ACTUAL READING:** A reading we take from your water meter.
- **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 PUC will change every three months based on the work completed. It will not exceed 7.5% of your bill.
- **ESTIMATED BILL:** A bill sent to you when we are unable to read your water meter. The computer bases your bill on your usage from the same billing cycle last year. The next actual meter reading corrects any over or under estimates.
- **H2O HELP TO OTHERS PROGRAM:** This program helps low-income customers with their water bills. If you would like more information on this program, please contact our program administrator the Dollar Energy Fund at 1-888-282-6816.
- **LATE PAYMENT CHARGE:** A charge to your account when a bill is not paid by the due date. Late charges apply to the entire overdue
- A rate schedule, providing a detailed listing of charges that make up your bill is available upon request by contacting us at the phone number noted on the front of the bill.
- If you have any questions or complaints about your bill, please contact us before the due date of your bill. The inquiry telephone number is listed on the front of the bill at the bottom of the page.
- portion of the bill at a rate of 1.5% per month (Annual Percentage Rate of 18%).
- **PARTIAL MONTHLY BILL:** A water bill for a period of less than 26 days or more than 35 days.
- **SERVICE ACTIVATION FEE:** A fee we charge covering costs for setting up a water account. It appears on your first bill.
- **SERVICE CHARGE:** This charge is for services we provide every month, even if you use no water. It includes meter reading, billing, metering equipment and other expenses.
- **STATE TAX SURCHARGES:** Charges approved by the PUC which allows the company to recover costs specific to state taxes.
- **WATER USAGE COMPARISON:** This chart shows the gallons of water used during this billing cycle and compares the usage to the water consumed over the last 12 months.



Struthers Division
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Toll Free: 877.987.2782
Fax: 866.780.8292
Aquawater.com

Service To: **LOUIS LIGUORE**

Account Number: [REDACTED]

PWSID #: [REDACTED]

Questions about your water service? Contact us before the due date.

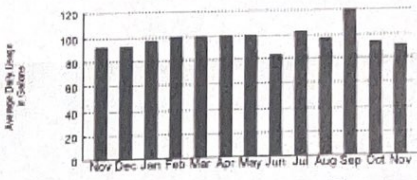
Bill Date: **November 29, 2023** Total Amount Due: **\$ 46.31** Current Charges Due Date: **December 21, 2023**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	[REDACTED]	5/8	11/27/23	34	Actual	316800	3,100	Gallons
			10/24/23		Actual	313500		
Average Daily Usage = 91 Gallons			Total Days: 34		Total Usage:		3,100	Gallons

Billing Detail

Amount Owed from Last Bill \$ 46.31
 Total Payments Received 46.31
 Remaining Balance **0.00**
 Customer Charge 14.74
 3,100 gallons @ \$0.010184 per gallon 31.57
 Total Water Charges 46.31
 Amount Due **ON or BEFORE 12/21/23** **\$ 46.31**
 Amount Due **AFTER the Current Due Date** **\$ 48.63**

Water Usage History




Read Types: ■ Actual □ Estimated ■ Customer

Message Center

(see reverse side for other information)

- To meet the Ohio Administrative Code requirement for an educational campaign on our Cross Connection Control Program (CCCP), please visit the following website for additional information: <https://www.aquawater.com/about/states-we-serve/ohio.php>
- Special billing assistance is available for eligible residential account holders in danger of disconnection if funds exist. Contact Aqua Ohio at 877.987.2782 for details.
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the WaterSmart Alerts button at www.aquawater.com.




Struthers Division
762 W. Lancaster Avenue - Bryn Mawr, PA 19010-3489

Please do not remit payment to the above address

Cyc=235H 1up=4759216 Seq=17789

AUTOSCH 5-DIGIT 44513 C 50 P 2 17789 1 AV 0.485



LOUIS LIGUORE

[REDACTED]

Account Number: [REDACTED]

Withdrawn on or after **12/21/2023**

TOTAL AMOUNT DUE
\$46.31

Do Not Pay

If your Current Balance is less than the Total Amount Due listed on this statement, the lesser amount will be withdrawn.

D-1-4



WE KEEP LIFE FLOWING™

Service Address:

HARRY LIGUORE



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.
- 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

Statement

Liguore 6

Account No. [Redacted]

Total Amount Due:	\$70.66
Payment Due By:	January 3, 2024

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

Billing Date: December 12, 2023
Service Period: Nov 10 to Dec 11 (32 Days)
Total Gallons: 3,300

Account Summary – See page 3 for Account Detail

Prior Billing:		\$52.94
Payments - Thank You!	-	\$52.94
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$70.66
Total Amount Due:	=	\$70.66

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.

Account No. [Redacted]

Total Amount Due:	\$70.66
Payment Due By:	January 3, 2024

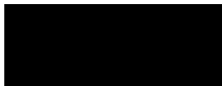
If paying after 1/3/24, pay this amount: \$71.72



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

Service to: [Redacted]

HARRY LIGUORE



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

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



Messages from Pennsylvania American Water

- Approximately 3.64 percent, or \$2.57 of state taxes are included in your current bill.

Liguore 6

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.

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.

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
[REDACTED]	100 gal	5/8"	11/10/2023	12/11/2023	2,673 (A)	2,706 (A)	33	33.00	3,300

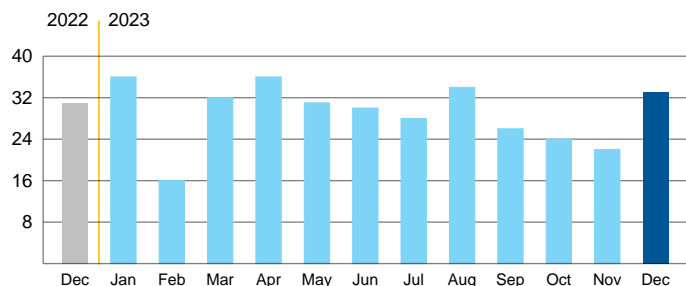
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 3,300

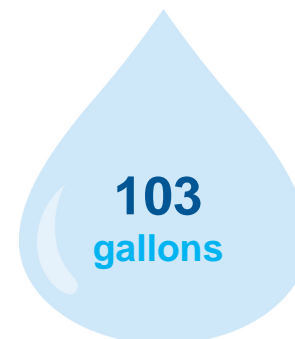
Billed Usage History (graph shown in 100 gallons)

- 3,300 gallons = usage for this period
- 3,100 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: (32 days)



Year to Date Billed Usage: 34,800 gallons

Account Detail

Account No. [REDACTED]

Service To: [REDACTED]	
Prior Billing	52.94
Payments	-52.94
Total payments as of Dec 4. Thank you!	-52.94
Balance Forward	0.00
Service Related Charges - 11/10/23 to 12/11/23	
Water Service	70.66
Water Service Charge	17.50
Water Usage Charge (33 x \$1.6108)	53.16
Total Service Related Charges	70.66
Total Current Period Charges	70.66

Total Amount Due



\$70.66

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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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAPASB.pdf>

<https://amwater.com/files/OAPAB3.pdf>