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Pennsylvania Public  
Utility Commission  
v.  
Pennsylvania-American  
Water Company  
  
Telephonic Public Input  
Hearing  
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Docket Nos.:  
R-2023-3043189  
R-2023-3043190

Pages 1766 - 1893

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

Wednesday, February 7, 2024  
Commencing at 6:02 p.m.

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

Hearing Date: February 7, 2024

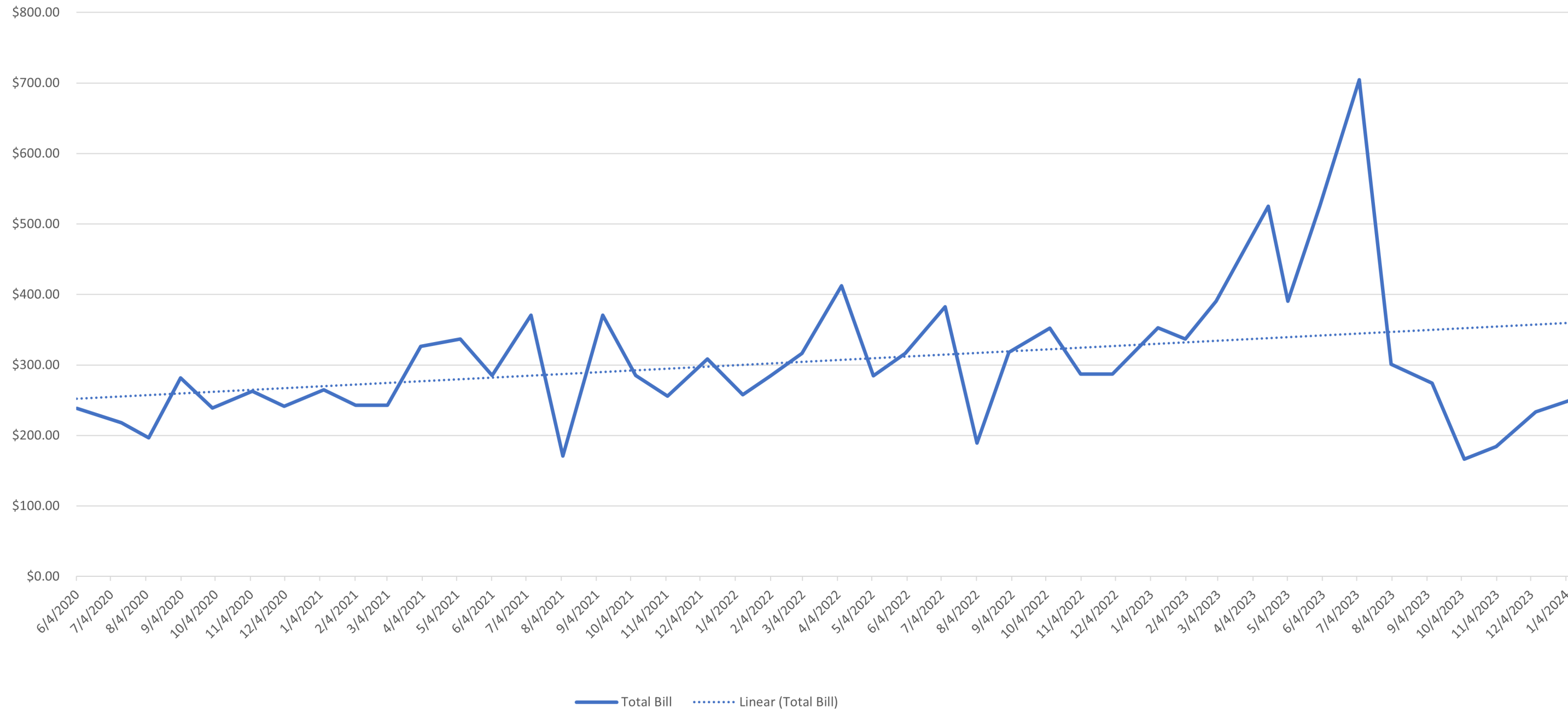
<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Three Year Water History		
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Keperling - 3 Year Water Bill History

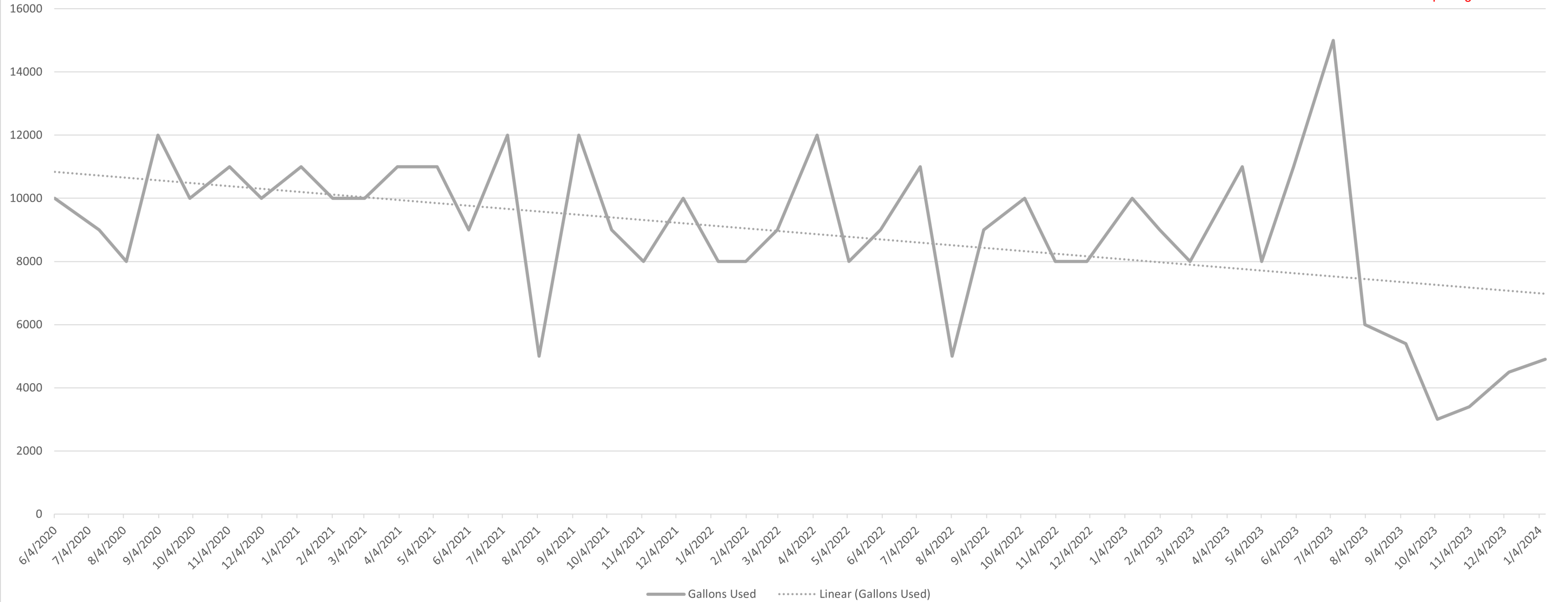
DATE	Total Bill	Service Period (days)	Gallons Used	Water Service	Wastewater Service	Other Charges	Usage / Day	Water Cost/Gallon	Wastewater Cost / Gal
1/9/2024	\$250.89	28	4900	\$96.43	\$155.18	(\$0.72)	175.0	\$0.020	\$0.032
12/8/2023	\$233.67	35	4500	\$89.99	\$143.68	\$0.00	128.6	\$0.020	\$0.032
11/3/2023	\$184.32	28	3400	\$72.27	\$112.05	\$0.00	121.4	\$0.021	\$0.033
10/6/2023	\$166.37	28	3000	\$65.82	\$100.55	\$0.00	107.1	\$0.022	\$0.034
9/8/2023	\$274.03	35	5400	\$104.48	\$169.55	\$0.00	154.3	\$0.019	\$0.031
8/3/2023	\$300.95	28	6000	\$114.15	\$186.80	\$0.00	214.3	\$0.019	\$0.031
7/6/2023	\$704.67	35	15000	\$259.12	\$445.55	\$0.00	428.6	\$0.017	\$0.030
6/1/2023	\$525.28	28	11000	\$194.69	\$330.55	\$0.04	392.9	\$0.018	\$0.030
5/4/2023	\$390.69	28	8000	\$146.36	\$244.30	\$0.03	285.7	\$0.018	\$0.031
4/17/2023	\$525.28	35	11000	\$194.69	\$330.55	\$0.04	314.3	\$0.018	\$0.030
3/2/2023	\$390.66	28	8000	\$146.36	\$244.30	\$0.00	285.7	\$0.018	\$0.031
2/3/2023	\$336.80	29	9000	\$138.31	\$198.49	\$0.00	310.3	\$0.015	\$0.022
1/10/2023	\$352.62	34	10000	\$146.18	\$202.07	\$4.37	294.1	\$0.015	\$0.020
12/1/2022	\$287.32	28	8000	\$120.39	\$163.86	\$3.07	285.7	\$0.015	\$0.020
11/3/2022	\$287.32	29	8000	\$120.39	\$163.86	\$3.07	275.9	\$0.015	\$0.020
10/7/2022	\$351.98	34	10000	\$146.18	\$202.07	\$3.73	294.1	\$0.015	\$0.020
9/1/2022	\$318.15	28	9000	\$133.29	\$182.96	\$1.90	321.4	\$0.015	\$0.020
8/4/2022	\$189.41	28	5000	\$81.71	\$106.54	\$1.16	178.6	\$0.016	\$0.021
7/7/2022	\$382.52	35	11000	\$159.08	\$221.18	\$2.26	314.3	\$0.014	\$0.020
6/2/2022	\$316.48	28	9000	\$133.29	\$182.96	\$0.23	321.4	\$0.015	\$0.020
5/5/2022	\$284.46	28	8000	\$120.39	\$163.86	\$0.21	285.7	\$0.015	\$0.020
4/7/2022	\$412.55	35	12000	\$171.97	\$240.28	\$0.30	342.9	\$0.014	\$0.020
3/3/2022	\$316.25	28	9000	\$133.29	\$182.96	\$0.00	321.4	\$0.015	\$0.020
2/3/2022	\$284.25	28	8000	\$120.39	\$163.86	\$0.00	285.7	\$0.015	\$0.020
1/10/2022	\$257.87	28	8000	\$119.29	\$138.58	\$0.00	285.7	\$0.015	\$0.017
12/10/2021	\$308.24	35	10000	\$144.62	\$163.62	\$0.00	285.7	\$0.014	\$0.016
11/5/2021	\$256.05	28	8000	\$119.03	\$133.10	\$3.92	285.7	\$0.015	\$0.017
10/8/2021	\$285.07	28	9000	\$131.83	\$148.36	\$4.88	321.4	\$0.015	\$0.016
9/9/2021	\$370.72	35	12000	\$170.19	\$194.14	\$6.39	342.9	\$0.014	\$0.016
8/5/2021	\$170.89	28	5000	\$80.68	\$87.31	\$2.90	178.6	\$0.016	\$0.017
7/8/2021	\$370.72	35	12000	\$170.19	\$194.14	\$6.39	342.9	\$0.014	\$0.016
6/4/2021	\$284.92	28	9000	\$131.83	\$148.36	\$4.73	321.4	\$0.015	\$0.016
5/7/2021	\$336.97	34	11000	\$157.41	\$178.88	\$0.68	323.5	\$0.014	\$0.016
4/2/2021	\$326.52	29	11000	\$156.51	\$170.18	(\$0.17)	379.3	\$0.014	\$0.015
3/4/2021	\$243.02	28	10000	\$129.25	\$104.08	\$9.69	357.1	\$0.013	\$0.010
2/4/2021	\$243.02	28	10000	\$129.25	\$104.08	\$9.69	357.1	\$0.013	\$0.010
1/7/2021	\$264.65	35	11000	\$140.64	\$113.46	\$10.55	314.3	\$0.013	\$0.010
12/3/2020	\$241.33	28	10000	\$129.25	\$104.08	\$8.00	357.1	\$0.013	\$0.010
11/5/2020	\$262.81	35	11000	\$140.64	\$113.46	\$8.71	314.3	\$0.013	\$0.010
10/1/2020	\$239.09	28	10000	\$129.25	\$104.08	\$5.76	357.1	\$0.013	\$0.010
9/3/2020	\$281.65	28	12000	\$152.03	\$122.84	\$6.78	428.6	\$0.013	\$0.010
8/6/2020	\$196.55	35	8000	\$106.48	\$85.32	\$4.75	228.6	\$0.013	\$0.011
7/13/2020	\$217.82	28	9000	\$117.86	\$94.70	\$5.26	321.4	\$0.013	\$0.011
6/4/2020	\$238.64	34	10000	\$129.25	\$104.08	\$5.31	294.1	\$0.013	\$0.010

# Total Bill



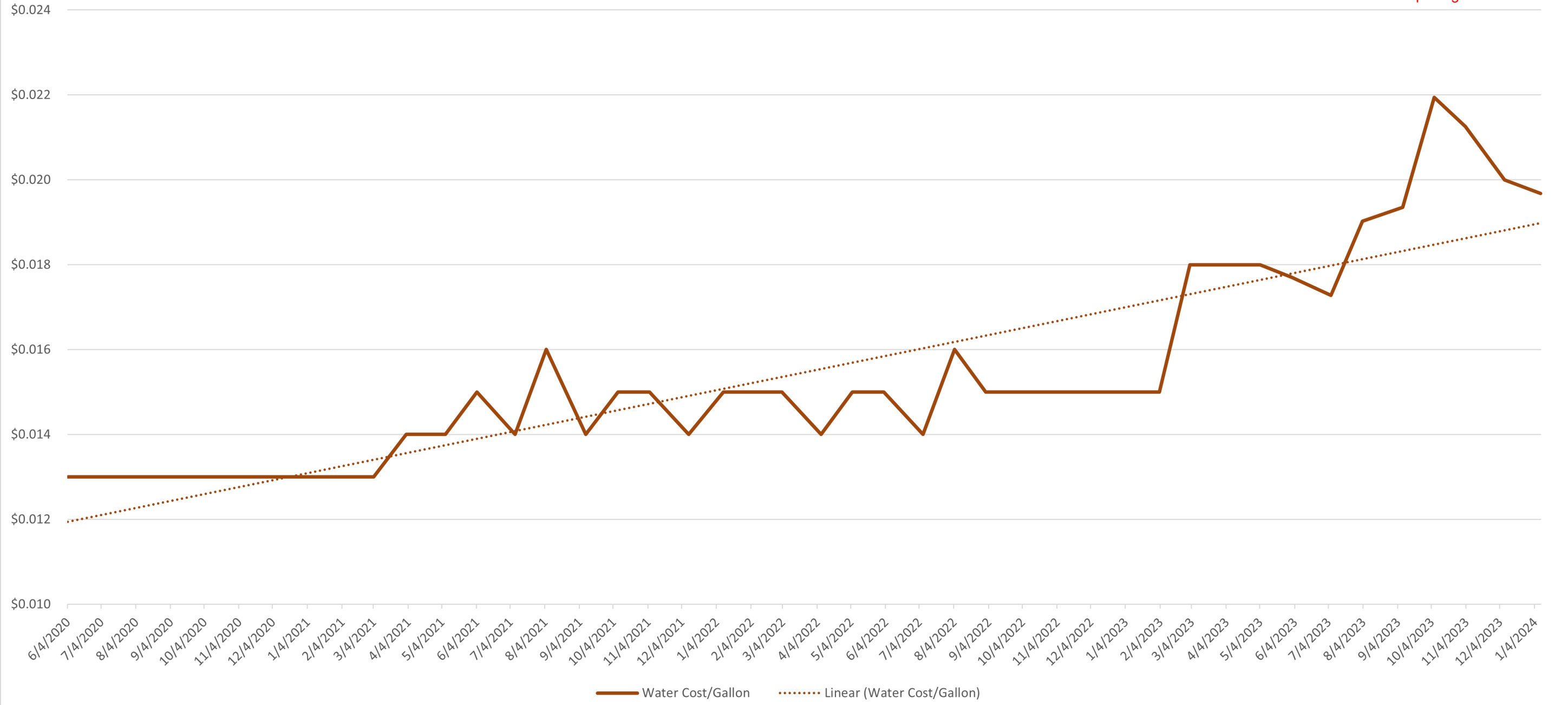
# Gallons Used

Keperling Exhibit 3



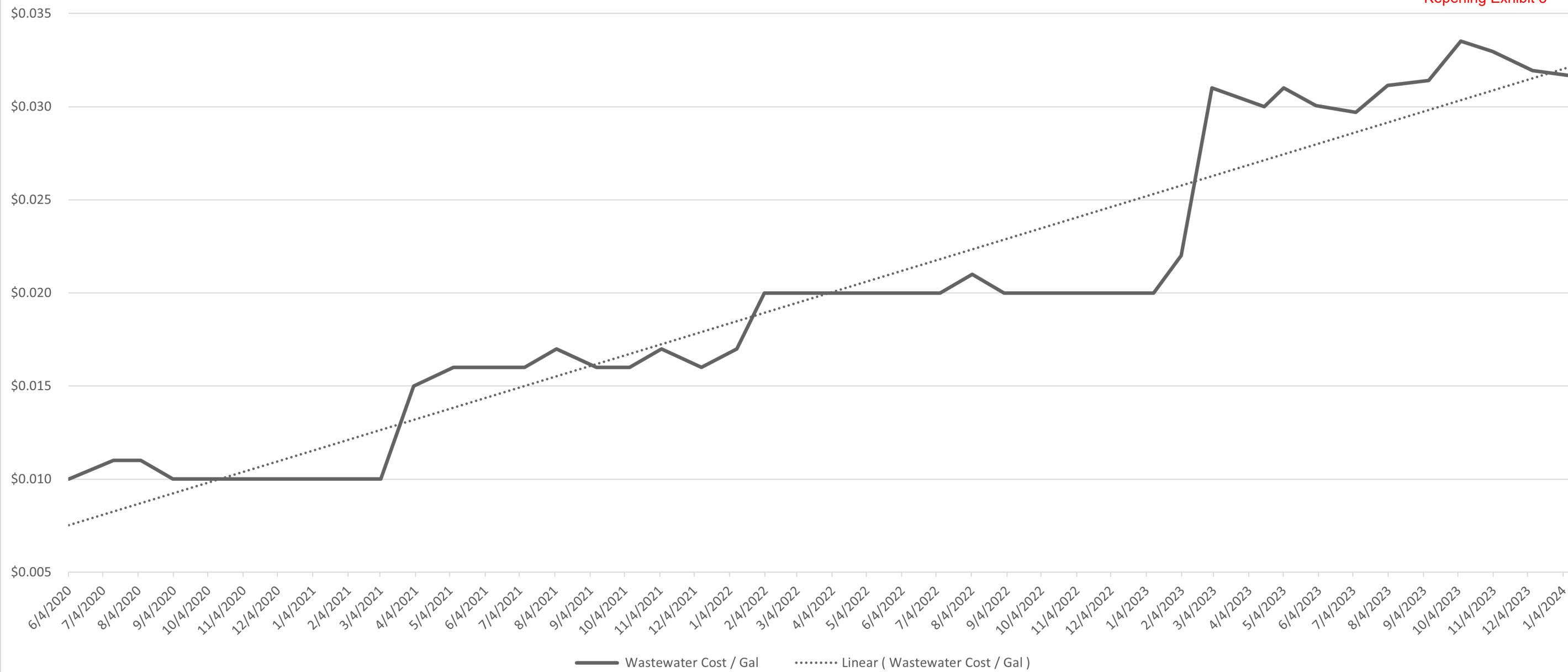
# Water Cost/Gallon

Keperling Exhibit 4



# Wastewater Cost / Gal

Keperling Exhibit 5



My response to PAWC's response to my formal complaint are in red.

5. Admitted in part, denied in part. It is admitted that the Company increased its water rates as authorized by the Commission in its Order issued on December 8, 2022 at Docket Nos. R-2022-3031672 (Water); R-2022-3031673 (Wastewater). In further answer, the Company admits that on November 8, 2023, PAWC filed with the Commission Supplement No. 45 to Tariff Water-Pa. P.U.C. No. 5 and Supplement No. 47 to Tariff Wastewater-Pa. P.U.C. No. 16, which would increase the Company's total annual operating revenues by \$203.9 million, or approximately 20.2%, above the level of pro forma revenues for the fully projected future test year ending June 30, 2025. The Company admits that the Company has acquired water and wastewater systems in the Commonwealth, with Commission approval, under Sections 1329,

1102, and 529 of the Public Utility Code; however, the Company **denies Complainant's averments that PAWC is using customers as a funding source to acquire municipal water and sewer systems.**

**Then why do our rates go up every time systems are acquired?**

The proposed increase in revenues is the minimum increase necessary to permit the Company to preserve public health and safety and to maintain the integrity of its existing system, attract additional necessary capital at reasonable costs, and have an opportunity to achieve a fair rate of return. The voluminous data filed in support of the requested increase will confirm that the proposed rates are lawful, just, reasonable and non-discriminatory, and that the Company's rules and regulations fully conform to the applicable law and regulations of the Commission. **No, these are the costs of doing business. When running any business, you examine and budget for all costs associated. If the costs of these regulations are getting out of hand, perhaps you should NO LONGER pursue additional water and wastewater treatment facility purchases. Why continue to endure additional capital expenditure on purchasing other municipal systems, if the overall cost of running and processing water/wastewater continues to snowball out of control?**



The Company denies Complainant's averment that PAWC's Commission-approved rates are not affordable. The Company performed a detailed analysis of the affordability of PAWC's water and wastewater service under its current and proposed rates. The affordability analysis demonstrates that PAWC's water and wastewater service, overall, has been affordable over time and will remain affordable under proposed rates. In addition, the Company offers several low income customer assistance programs, which the Company proposed to expand for qualifying customers in its November 8, 2023 filing.

What detailed analysis and affordability studies have you done? Show examples and prove what you think is affordable is affordable. Water is a NEED and people will pay it because they HAVE to. You think just because bills are getting paid that people are affording this monopoly. How many times do families cut back to pay their water and sewer bills? How many times do families now have to say NO to bringing out the slip and slides and water toys in the summer? How many families:

- Stop washing their cars because they are charged for wastewater that goes into the street.
- Stop watering their lawns and gardens because they are double charged water going in and water going out - when it's not going into the sewer.
- Skip or reduce vacations, just to save money for their water bill?
- Cannot contribute to savings for their children's education?
- Reduce or not participate in extracurricular activities that cost money?
- Put off that home or auto repair because they won't have enough to cover the water bill.
- Reduce the quantity or quality of food purchased because there wouldn't be enough money left for the water bill.
- Eliminate or reduce spending on recreational activities such as theme parks, museums, and movies, because they would not be able to afford the water bill.

Prove to the public that you have done your due diligence and compared costs to other Water and Wastewater Utilities in various municipalities. Show the data where you analyzed the affordability of the current and proposed rates. Why have you not turned to social media, email, phone, and mail campaigns with surveys asking your current customers what they think the affordability is? I bet you would have different answers. You should be required to reach out to your current customer base and have a third-party survey, aggregate results, and get an accurate picture of what current customers think of the rates.

The line PAWC states regarding several low-income customer assistance programs does not help the majority. Most of the customer base make too much money to qualify, but yet not enough money to be considered “well off”. It's always the majority that suffers. While customer assistance programs are appreciated and helpful for those who need it, this is not the answer for many complainants today.

The Company denies Complainant’s averment that PAWC’s billing period practice is unusual. PAWC invoices Complainant in accordance with its Commission-approved tariff and 52 Pa. Code §56.21.

Other utilities such as Electric, Gas, Telephone, Internet and video communications all bill on a standard monthly cycle. PA code 56.21 simply addresses due dates for payments, not defining the time window for a metered billing period. Code states:

The **due date** for payment of a bill **may not be less than 20 days from the date of transmittal**; that is, the date of mailing, electronic transmission or physical delivery of the bill by the public utility to the customer.

(1) Extension of due date to next business day. If the last day for payment falls on a Saturday, Sunday, bank holiday or other day when the offices of the public utility which regularly receive payments are not open to the general public, the due date shall be extended to the next business day.

(2) Date of payment by mail. For a remittance by mail, one or more of the following applies:

- (i) Payment shall be deemed to have been made on the date of the postmark.
- (ii) The public utility may not impose a late payment charge unless payment is received more than 5 days after the due date.
- (3) Branch offices or authorized payment agents. The effective date of payment to a branch office or authorized payment agent, unless payment is made by mail under paragraph (2), is the date of actual receipt of payment at that location.
- (4) Electronic transmission. The effective date of a payment electronically transmitted to a public utility is the date of actual receipt of payment.
- (5) Fees. Fees or charges assessed and collected by the public utility for utilizing a payment option must be included in the public utility's tariff on file at the Commission.
- (6) Multiple notifications. When a public utility advises a customer of a balance owed by multiple notices or contacts which contain different due dates, the date on or before which payment is due shall be the latest due date contained in any of the notices.

Nowhere does this state that you can wildly bill in random intervals between 26 and 35 days. This creates unnecessary highs and lows that some people have difficulty with. Why can't you bill on a standard monthly basis like everybody else? At the minimum, February would be a 28 day billing period, whereas, August 31 days, etc...

The Company lacks knowledge or information regarding Complainant's averments regarding the billing practices of other utilities and companies and, therefore, Complainant's averments in that regard are denied and proof is demanded, if relevant, at any hearing hereon.

The admission that the Company lacks knowledge regarding these complaints comparing the billing practices of other companies is proof that they are out of touch with running a successful business. A good business would do proper market research to understand what the market can withstand, and compare with other companies to offer a comparative service. An example is when you are looking at real estate you look at comps (comparable properties). It should be PAWC's responsibility to research other utilities, including

competitive water and wastewater billing periods and rates. This would create a baseline to understand where PAWC is positioned in the market. A good example would be if I were to open a restaurant, I would be spending time at other competing restaurants comparing food quality, prices, and service. This type of market research should be required and proven in writing with your comparisons to other municipalities. It is not advisable to open a business without proper market research. The fact that PAWC lacks knowledge is a testament to the disregard they have for establishing “affordable” rates. It proves they set the price to whatever they feel they can and not align with an average income level of a particular market.

The Company denies Complainant’s averment that water quality is poor. In further answer, the Company provides safe, adequate, and reliable service in accordance with Commission requirements. The Company denies that PAWC has not taken steps to improve water quality. As fully described in the Direct Testimony of Jim Runzer (PAWC Statement No. 2), the Company has received multiple awards and been recognized for its dedication to and achievements in attaining exemplary water quality. To date, PAWC has received nine Phase IV Presidents Award recognitions, the highest honor under the Partnership for Safe Water Treatment Optimization. In addition, since the Company’s last base rate case filing, PAWC’s Clarion Water Treatment Plant was presented with the Directors 15-year Longevity Award, and Shady Lane Water Treatment Plant was recognized with the Directors 10-year Longevity Award. PAWC has also made a commitment to optimization and water quality within its wastewater treatment plants. PAWC now has 5 wastewater plants (Coatesville, Exeter, New Cumberland, 3 McKeesport, and Pocono Country Place) currently participating in the Partnership for Clean Water Program.

While true the company has on record received multiple awards for attaining exemplary water quality, this is not due to the taste of the water. Prove where you have done blind taste tests with various bottled water, PAWC water, and other municipalities' water and show the results of the blind taste test. What percentage of the blind taste test users choose PAWC water over bottled or other municipal or private well sources? Nobody said anything about contaminants or water cleanliness. This is purely about the taste. You continue to break out this line

referring to Jim Runzer's testimony for nearly every single complainant. If multiple complainants are saying the same thing about water TASTE - it has nothing to do with particles, PFAS, bacteria, chlorine, hardness, etc... It's about taste, which I know can be subjective, which is why you should be required to do surveys and blind taste tests. Various firms could facilitate such tests and surveys.

The Company denies Complainant's averment that the Company's proposed Environmental Compliance Investment Charge ("ECIC") will result in increased cost to customers without Commission oversight or approval. As fully described in the Direct Testimony of Cas Swiz (PAWC Statement No. 8), costs that are recoverable through the ECIC must be consistent with the set of projects and activities set forth in an annual environmental compliance plan to be filed by the Company and approved by the Commission. The Company's proposed ECIC will provide a reasonable mechanism for adjusting the Company's rates between base rate cases to support full and timely rate recognition of PAWC's costs to comply with new and updated environmental regulatory mandates in a prudent and efficient manner as they emerge. The ECIC will also mitigate customer exposure to less frequent but more significant rate increases in a general base rate case by producing much smaller, gradual increases to customer bills.

The ECIC surcharge is flawed for one reason... it does not provide the PUC timely notice to approve/adjust or deny changes in the ECIC surcharge. Any type of Environmental compliance is a cost of doing business dealing with operating a water and wastewater treatment facility. Instead of growing and purchasing other systems, focus on the assets you have.

The Company lacks knowledge or information regarding Complainant's averments regarding other PAWC customers, and the rates charged by other utilities and water and wastewater providers, and therefore, Complainant's averments in that regard are denied and proof is demanded, if relevant, at any hearing hereon. Any remaining averments constitute opinions or prayers for relief to which, pursuant to the rules of administrative practice and procedure, a response is not required.

Part of this response is already written above. The company's lack of knowledge regarding other PAWC customers or the rates charged by other utilities and water and wastewater providers should be full knowledge of PAWC in terms of market research. How can you charge for a product without doing your due diligence and market research? Why not include comparable prices from other sources such as Reading Area Water Authority, Mt Penn Boro, City of Bethlehem, Lancaster City, Pocono Waterworks, Schuylkill Haven Borough, Borough of Chambersburg, Penn Estates Utilities Inc, Superior Water Company, Borough of Ambler and more. It should be your duty to establish fair and just "affordable" rates so that you do your due diligence and be informed exactly what other utilities, water, and wastewater providers charge. You can survey what consumers pay for their utilities and where water ranks on their bills. You can run email and social media campaigns to ask. There should be a requirement to do this type of market research from other companies and existing customers via surveys.



Energy to do more®

Billing Summary for Service to:  
KEITH SAUER

Rate Classification (R):  
Residential Heating

Billing Period:  
12/07/2023 to 01/08/2024 (33 days)

Actual Read  
Questions?

Call (800) 276-2722 or write to UGI at PO  
Box 13009

Reading, PA 19612-3009

\*Your current UGI charges include State  
taxes totaling about \$1.64.

Past Bill Information

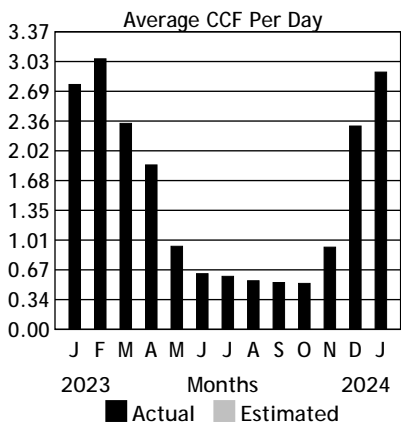
The balance on your last bill was ..... \$116.86  
Thank you for your payment of ..... -116.86  
Amount due as of 01/09/2024 ..... 0.00

Account Number

Current Bill Information

Customer Charge ..... 15.00  
Commodity Charge (96 CCF at \$0.45335) ..... 43.52  
Distribution Charges (96 CCF at \$0.58073) ..... 55.75  
Weather Normalization Adjustment ..... 6.73  
Natural Gas System Improvement Charge ..... 3.95  
PA State Tax Surcharge ..... -0.10  
Current Charges ..... 124.85

Utility charges owed this bill ..... \$124.85  
Total Amount Due By 01/30/2024 ..... \$124.85



Average	Last Year	This Year
CCF/Day	2.77	2.91
Daily Temperature	37°F	40°F

Meter Information - Next Read Date February 06, 2024

Meter Number	Previous Reading	Present Reading	CCF Used
[REDACTED]	2248	2344	96

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: [REDACTED] Rate Schedule: R\_H

If you pay at a payment agent please take your entire bill. Make check payable to UGI. Keep this part for your records. Important information is on the back of this bill.



Energy to do more®

UGI Utilities, Inc.  
PO Box 15503  
Wilmington, DE 19886-5503

Account Number

The amount due will be deducted from your account on January 30, 2024.

KEITH SAUER

Due Date  
January 30, 2024  
Amount Due  
AUTO PAY  
With Late Charge  
AUTO PAY

**GENERAL INFORMATION****Bill Questions?**

If you have a question about the bill, please call UGI before the bill's due date. UGI's phone number, your due date and billing rate can be found on the front of the bill. A detailed rate schedule can be requested. You may also contact UGI at our web site, [www.ugi.com](http://www.ugi.com)

Hearing or speech impaired customers. TDD only, call 1-800-654-5988. To discuss an overdue account, call 1-800-276-2722, weekdays 8AM to 5PM.

**Bill Payments**

Paying your bill by mail is convenient. Simply use the envelope provided with your bill. You may also pay at one of your payment centers. A list of the payment centers is available upon request. UGI offers a plan where your bank deducts your payment automatically from your checking or savings account. Please call us if you are interested in this service. To pay by phone, please call 800-276-2722.

**Need Your Natural Gas Service Turned Off?**

To ensure that your Natural Gas service is turned off on the day that you want, please contact UGI seven days in advance.

Third Party Notification - Budget Billing Plan – Operation Share – Customer Assistance Program (CAP) Call us to discuss these UGI Programs.

**EXPLANATION OF TERMS**

**Bill Proration** – If there are rate changes during a billing cycle, the customer's bill will include prorated charges based on the timing of the rate changes within the billing period.

**CCF** – 100 cubic feet of gas. **MCF** – 1,000 cubic feet of gas. This is a measure of gas usage.

**Commodity Charges or Purchased Gas Adjustment** – The amount billed each month for gas supply service sold by volume (CCF or MCF).

**Customer Charge** – A monthly charge to cover natural gas distribution company (NGDC) costs such as maintaining the gas lines, meter reading and billing.

**Distribution Charges** – The charges for delivery of natural gas from the point of receipt into the NGDC's system.

**Estimated Bill** – A bill based on your previous use and weather conditions. UGI may need to estimate your bill due to extreme weather conditions, emergencies, or any other circumstances that prevent UGI from taking a meter reading.

**Heat Value Correction** – A correction factor applied to metered usage to adjust for gas heating values that locally differ from system average heating values. Not applicable to Maryland customers.

**Late Payment Charge** – Fee that UGI charges if you do not pay your bill on time. It is a fixed monthly percentage of the amount owed.

**Maryland Franchise Tax** – A tax surcharge for the recovery of the Maryland Franchise Tax. Not applicable to Pennsylvania customers.

**Price to Compare** – The dollar amount charges by the NGDC, used by consumers to compare prices and potential savings with other natural gas suppliers. Not applicable to Maryland customers.

**State Tax Surcharge** – A charge approved by the Pennsylvania Public Utility Commission. It is a special charge to recover state taxes UGI pays. Not applicable to Maryland customers.

**System Improvement Charge** – A charge used to recover costs for repairing, improving or replacing distribution facilities in order to provide safe, reliable and efficient service. Not applicable to Maryland customers.

**Weather Normalization Adjustment (WNA)** – Is a method of billing distribution charges based on "normal" weather approved by the Pennsylvania Public Utility Commission. Not applicable to Maryland customers.

**EMERGENCIES: to report a Gas Leak, call 1-800-276-2722, 24 hours a day**





Account Number



Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.45335/CCF.
- Effective JAN 01, 2024, the Natural Gas System Improvement Charge increased from 4.83% to 5.00%.
- Your distribution charges have been adjusted to reduce the impact of warmer than normal weather.
- Your natural gas total annual usage is 533 CCF. Your natural gas average monthly usage is 44 CCF.





Bill Based On: Actual Meter Reading, eBill

Billing Period: Dec 13 to Jan 14, 2024 for 33 days  
Bill For: KEITH J SAUER

January 19, 2024  
Account Number: [REDACTED]  
Amount Due: \$131.41  
Due Date: February 08, 2024

To report an emergency or an outage, call 24 hours a day 1-888-544-4877  
Bill issued by: Met-Ed, PO Box 16001, Reading, PA 19612-6001  
To enroll in eBill or pay your bill online, scan the QR code on the right of this bill from your mobile device or go to [www.firstenergycorp.com](http://www.firstenergycorp.com)  
For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848



**Shopping Information**  
Customer Number [REDACTED] Rate Category Standard Residential ME-RESD  
Contact your supplier if you do not know your contract expiration date

Account Summary		Amount Due
Previous Balance		127.95
Payments/Adjustments		-127.95
<b>Balance at Billing on Jan 19, 2024</b>		<b>0.00</b>
Met-Ed - Consumption		70.96
American Power & Gas of Pennsylvania		60.45
<b>Total Current Charges</b>		<b>131.41</b>
<b>Total owed by Feb 08, 2024</b>		<b>\$131.41</b>
As a Checkless customer - Total charges of \$131.41 will be deducted from your account on Feb 08, 2024		

**Messages**  
To avoid a 1.50% Late Payment Charge being added to your bill please pay the **Amount Due** by the Due Date  
Your current **PRICE TO COMPARE** for generation and transmission from Met-Ed is listed below. For you to save, a supplier's price must be lower

**Standard Residential - 0002417500 - 11.31 cents per KWH**  
Your next meter reading is scheduled to occur on or about Feb 14, 2024  
Your bill includes \$4.75 in PA taxes, of which \$4.19 is PA gross receipts tax

**Usage Information for Meter Number 5001797744**

Jan 14, 2024 KWH Reading (Actual)	69,226
Dec 13, 2023 KWH Reading (Actual)	68,251
KWH used	975

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.  
With the Pennsylvania Public Utility Commission's approval, we are notifying all customers of a change in the procedure for disconnection for nonpayment. The company representative will now attempt to complete a remote disconnection and may no longer need access to the meter. All other regulatory notices leading up to disconnect will continue with no change, and a post-termination notice will be left at the service address.

**Charges From Met-Ed**

When contacting an Electric Generation Supplier, please provide the following:  
Customer Number [REDACTED]  
Rate: Standard Residential ME-RESD  
Customer Charge

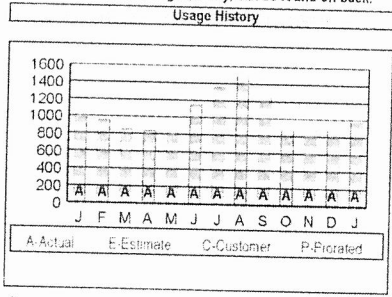
Distribution System Improvement Charge		10.46
		1.49
Distribution Charge	414 KWH x 0.059372	24.58
	561 KWH x 0.056239	31.65
Solar Requirements Charge	414 KWH x 0.000060	0.02
	561 KWH x 0.000060	0.03
Default Service Support Charge	414 KWH x 0.004050	1.68
	561 KWH x 0.004050	2.27
TCJA Voluntary Surcharge		-1.31
State Tax Surcharge		0.06
<b>Current Consumption Bill Charges</b>		<b>70.96</b>

Avoid the seasonal highs and lows in your electric bills by signing up for the Equal Payment Plan (EPP). While on this plan, each month you are billed one-twelfth of your estimated annual usage. Your account is reviewed periodically and adjusted, if necessary, to ensure your payment amount reflects your actual usage. If you are not already an EPP participant, but would like to enroll, call our Customer Service number or visit [www.firstenergycorp.com/paymentoptions](http://www.firstenergycorp.com/paymentoptions).

**Billing Information for American Power & Gas of Pennsylvania**  
10601 Belcher Road South, Seminole, FL 33777  
Customer Service: 1-800-235-7491  
Account Number [REDACTED] Rate: BILL-READY

Billing Period: Dec 13, 2023 to Jan 14, 2024  
Energy Charge 975.00 KWh @ 0.062000  
**Total American Power & Gas of Pennsylvania Current Charges 60.45**

Additional messages, if any, can be found on back.



**Detail Payment and Adjustment Information**

01/08/24 Payment	-127.95
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**Account Balances by Company**

	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Met-Ed	62.79	-62.79	70.96	70.96
American Power & Gas of Pennsylvania	10.79	-10.79	60.45	60.45
Major Energy	54.37	-54.37	0.00	0.00
<b>Total</b>	<b>127.95</b>	<b>-127.95</b>	<b>131.41</b>	<b>131.41</b>

**Comparisons**

	Last Year	This Year
Average Daily Use (KWH)	32	30
Average Daily Temperature	38	40
Days in Billing Period	31	33
Last 12 Months Use (KWH)		12,296
Average Monthly Use (KWH)		1,026

Met-Ed  
PO Box 16001  
Reading, PA 19612-6001

Account Number: [REDACTED]

KEITH J SAUER  
[REDACTED]

Checkless Customer [REDACTED] will be deducted from your account on February 08, 2024. DO NOT PAY

MET-ED  
PO BOX 3687  
AKRON OH 44309-3687

**Explanation of Terms**

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, service line maintenance, and assessing and deploying Smart Meter Technology.

**Default Service Support Charge** - Charge to recover new and deferred costs associated with serving customers in a competitive market.

**Distribution Charge** - Charge for Universal Service Program and Energy Efficiency Program costs, and for the use of local wires, transformers, substations and other equipment used to deliver electricity to consumers from high-voltage transmission lines.

**Distribution System Improvement Charge** - This charge recovers costs incurred to repair, improve or replace infrastructure that the Company uses to deliver electricity to its customers.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - Price per kilowatt hour to be used when comparing to the price of a generation supplier.

**Price to Compare Default Service** - Charges for costs to provide energy, capacity, compliance with Alternative Energy Portfolio Standards transmission and ancillary services for customers receiving Default Service.

**Prorated Reading** - Reading calculated by multiplying the daily average electric usage between two recent readings by the number of days in the billing period.

**Service Charge** - Charge for opening an account.

**Solar Requirements Charge** - Charge to acquire Solar Photovoltaic Alternative Energy Credits to comply with the Alternative Energy Portfolio Standards Act.

**State Tax Surcharge** - An adjustment to the state taxes recovered through Met-Ed's basic charges.

**TCJA Voluntary Surcharge** - This surcharge adjusts customer rates for the reduction to corporate federal income tax under the Tax Cuts and Jobs Act.

**General Information**

If you have billing questions or complaints about your Met-Ed account, please contact us before the due date.

**Call Customer Service** at 1-800-545-7741 Monday - Friday, from 8 a.m. - 6 p.m. Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency.

**Call Payment Options** at 1-800-962-4848 Monday - Friday, from 8 a.m. - 6 p.m.

**Visit our website** at [www.firstenergycorp.com](http://www.firstenergycorp.com)

**Write to us** at Met-Ed, 76 S. Main St., A-RPC, Akron, OH 44308-1893.

**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

**Information about Major Energy:** 12149 Wickchester Ln., Suite 100, Houston, TX 77079, 1-877-973-7763.

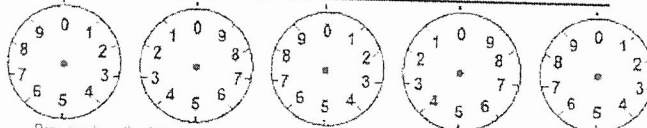
**Information about American Power & Gas of Pennsylvania:** 10601 Reicher Road South, Summerville, FL 33777, 1-800-205-7461.

**For your protection**, all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-293-8061.

**To provide a customer meter reading**, use the data provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-545-7741. Say "Meter Reading" when asked "Which of these can I help you with today?". Have the date you took the reading available. If this is to avoid a scheduled estimate, please check the front of the bill for entry dates.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



WE KEEP LIFE FLOWING™

Service Address:

AMANDA SAUER



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.
Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.pennsylvaniaamwater.com

Statement

Sauer Exhibit 7

Account No. [Redacted]

Table with 2 columns: Description, Amount. Total Amount Due: \$246.41, Payment Due By: February 1, 2024

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

Billing Date: January 10, 2024
Service Period: Dec 14 to Jan 09 (27 Days)
Total Gallons: 4,800

Account Summary - See page 3 for Account Detail

Table with 2 columns: Description, Amount. Rows include Prior Billing (\$332.35), Payments - Thank You! (-\$332.35), Balance Forward (\$0.00), Service Related Charges (+\$246.41), Total Amount Due (\$246.41)



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]

Table with 2 columns: Description, Amount. Total Amount Due: \$246.41, Payment Due By: February 1, 2024

If paying after 2/1/24, pay this amount: \$250.11



WE KEEP LIFE FLOWING™



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

Service to: [Redacted]

AMANDA SAUER



Amount Enclosed \$ Paid Electronically on Due Date

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 -0.16%. This charge reflects the reduction to the Pennsylvania Corporate Net Income Tax.
- 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 \$8.97 of state taxes are included in your current bill.

What's the best way to reach you?

**IN CASE OF AN EMERGENCY**

Sauer Exhibit 7

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](http://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](http://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](http://pennsylvaniaamwater.com). Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

### EXPLANATION OF FEES AND OTHER TERMS

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

- State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 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](http://pennsylvaniaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.
- Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 1-888-378-4458.
- Correspondence:** Please send written correspondence to PO Box 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

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

## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
██████████	100 gal	5/8"	12/14/2023	01/09/2024	3,426 (A)	3,474 (A)	48	48.00	4,800

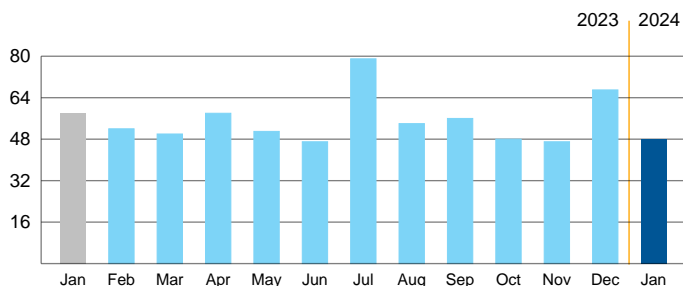
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,800

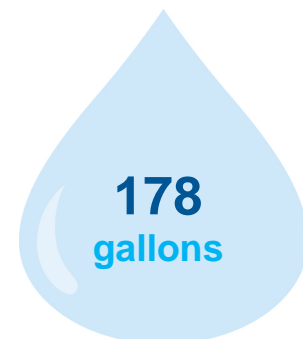
### Billed Usage History (graph shown in 100 gallons)

- 4,800 gallons = usage for this period
- 5,800 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: (27 days)



Year to Date Billed Usage: 4,800 gallons

### Account Detail

Account No. ██████████

Service To: ██████████	
<b>Prior Billing</b>	<b>332.35</b>
<b>Payments</b>	<b>-332.35</b>
Total payments as of Jan 5. Thank you!	
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 12/14/23 to 01/09/24</b>	
<b>Water Service</b>	<b>94.82</b>
Water Service Charge	17.50
Water Usage Charge (48 x \$1.6108)	77.32
<b>Wastewater Service</b>	<b>152.30</b>
Wastewater Service Charge	14.30
Wastewater Use Charge (48 x \$2.875)	138.00
<b>Other Charges</b>	<b>-0.71</b>
State Tax Adjustment Surcharge - WW (\$152.30 x -0.37%)	-0.56
State Tax Adjustment Surcharge (\$94.82 x -0.16%)	-0.15
<b>Total Service Related Charges</b>	<b>246.41</b>
<b>Total Current Period Charges</b>	<b>246.41</b>

**Total Amount Due** **\$246.41**

### 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/OAPA14.pdf>



WE KEEP LIFE FLOWING™

Service Address:

AMANDA SAUER



THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

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

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

Statement

Sauer Exhibit 8

Account No. [Redacted]

<b>Total Amount Due:</b>	<b>\$332.35</b>
<b>Payment Due By:</b>	<b>January 5, 2024</b>

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

**Billing Date:** December 14, 2023  
**Service Period:** Nov 09 to Dec 13 (35 Days)  
**Total Gallons:** 6,700

Account Summary – See page 3 for Account Detail

Prior Billing:		\$242.64
Payments - Thank You!	-	\$242.64
<b>Balance Forward:</b>	=	<b>\$0.00</b>
Service Related Charges:	+	\$332.35
<b>Total Amount Due:</b>	=	<b>\$332.35</b>

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

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

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]

<b>Total Amount Due:</b>	<b>\$332.35</b>
<b>Payment Due By:</b>	<b>January 5, 2024</b>

If paying after 1/5/24, pay this amount: \$337.33



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

Service to: [Redacted]

AMANDA SAUER



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 \$12.10 of state taxes are included in your current bill.

Sauer Exhibit 8

### 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](http://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](http://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](http://pennsylvaniaamwater.com). Under Water Quality, select Water Quality Reports.

**H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

### EXPLANATION OF FEES AND OTHER TERMS

**Distribution System Improvement Charge (DSIC):** A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge, as approved by the Pennsylvania Public Utility Commission (PUC), will change every three months based on work completed. It will not exceed 7.5% of your bill.

**Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



**State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.



**Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



**Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 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](http://pennsylvaniaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.



**Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 1-888-378-4458.



**Correspondence:** Please send written correspondence to PO Box 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](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply).

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

## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	100 gal	5/8"	11/09/2023	12/13/2023	3,359 (A)	3,426 (A)	67	67.00	6,700

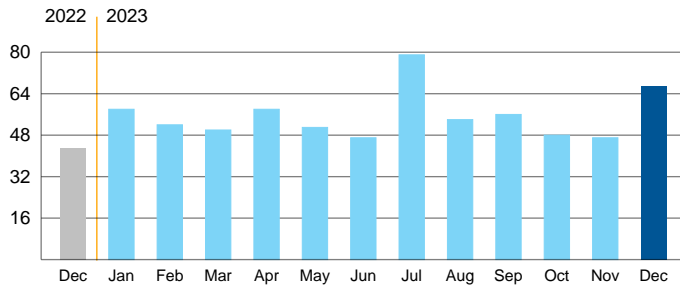
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 6,700

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

- 6,700 gallons = usage for this period
- 4,300 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: (35 days)

**191 gallons**

Year to Date Billed Usage: 66,700 gallons

### Account Detail

Account No. [REDACTED]

Service To: [REDACTED]	
<b>Prior Billing</b>	<b>242.64</b>
<b>Payments</b>	<b>-242.64</b>
Total payments as of Dec 1. Thank you!	-242.64
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 11/09/23 to 12/13/23</b>	
<b>Water Service</b>	<b>125.42</b>
Water Service Charge	17.50
Water Usage Charge (67 x \$1.6108)	107.92
<b>Wastewater Service</b>	<b>206.93</b>
Wastewater Service Charge	14.30
Wastewater Use Charge (67 x \$2.875)	192.63
<b>Total Service Related Charges</b>	<b>332.35</b>
<b>Total Current Period Charges</b>	<b>332.35</b>

**Total Amount Due**



**\$332.35**

### 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>