PENNSYLVANIA AMERICAN WATER

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July 29, 2025

VIA eFiling

Lori Mohr, Director
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
Bureau of Consumer Services
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Pennsylvania Public Utility Commission v. Pennsylvania-American Water Company

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

Dear Director Mohr:

In its Opinion and Order entered on July 22, 2024 at the above-referenced dockets ("Opinion and Order"), the Pennsylvania Public Utility Commission ("Commission") directed as follows:

> 22. That Pennsylvania-American Water Company shall implement the increased tier discount percentages of its Bill Discount Program within one (1) year after the effective date of rates resulting from this base rate proceeding, *i.e.*, by no later than August 7, 2025, as set forth in Section XII.B of this Opinion and Order. By this date, the Company shall file an associated report with the Commission's Bureau of Consumer Services.
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> 23. That Pennsylvania-American Water Company shall implement the adoptions to its Hardship Fund, as described in Section XII.C of this Opinion and Order, within one (1) year after the effective date of rates resulting from this base rate proceeding, *i.e.*, by no later than August 7, 2025. By this date, the Company shall file an associated report with the Commission's Bureau of Consumer Services.

By this letter, Pennsylvania-American Water Company (the "Company") is providing confirmation that it has implemented the increased tier discount percentages of its Bill Discount Program as of August 7, 2024, in compliance with ordering paragraph 22 of the Opinion and Order.

The Company is additionally providing confirmation that it is in compliance with ordering paragraph 23 of the Opinion and Order. By way of further description, as of August 7, 2024, the Company has implemented the adoptions to its Hardship Fund, as described in Section XII.C of the Commission's Opinion and Order, namely, it has eliminated the upfront $50 payment requirement to receive a Hardship Fund grant, and it has expanded Hardship Fund eligibility to 250% of the federal poverty line. Additionally, as of October 1, 2024, the Company has also started to permit customers to apply for multiple hardship grants during a program year.

Sincerely,

Erin K. Fure

cc: Matthew L. Homsher, Secretary
Certificate of Service
Kenneth M. Kulak, Esq. **VIA** Email
Mark A. Lazaroff, Esq. **VIA** Email
Catherine G. Vasudevan, Esq. **VIA** Email
Brooke E. McGlinn, Esq. **VIA** Email
David P. Zambito, Esq. **VIA** Email
Jonathan Nase, Esq. **VIA** Email

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PENNSYLVANIA PUBLIC UTILITY COMMISSION	:	**DOCKET NOS.: R-2023-3043189 (Water)**
	:	**R-2023-3043190 (Wastewater)**
v.	:	
PENNSYLVANIA-AMERICAN WATER COMPANY	:	
	:	

CERTIFICATE OF SERVICE

I hereby certify and affirm that I have this day served a true and correct copy of Pennsylvania-American Water Company's Letter Re Bill Discount Program and Hardship Fund, on the following persons, in the manner specified below, in accordance with the requirements of 52 Pa. Code Section 1.54:

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Dated: July 29, 2025

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Pennsylvania-American Water Company