



VIA E-FILING

April 3, 2026

Matthew L. Homsher, Secretary
Secretary Bureau
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Steet
2nd Floor, Room-N201
Harrisburg, PA 17120

**RE: Pennsylvania Public Utility Commission v. Aqua Pennsylvania, Inc.
Docket No. R-2021-3027385
Pennsylvania Public Utility Commission v. Aqua Pennsylvania Wastewater, Inc.
Docket No. R-2021-3027386**

Dear Secretary Homsher:

In accordance with the Pennsylvania Public Utility Commission's ("PUC" or the "Commission") Opinion and Order entered May 15, 2022 at the above referenced dockets, Aqua Pennsylvania, Inc. and Aqua Pennsylvania Wastewater, Inc. (collectively "Aqua") submits its fourth annual Consumer Education and Outreach Plan ("CEOP") which is updated to reflect Aqua's 2025 activities and progress status. Aqua is also including examples of outreach materials and a list of priorities for 2026.

If you have any questions regarding this filing, please contact me at 610-645-1130.

Sincerely,

A handwritten signature in blue ink, appearing to read "Alex Stahl".

Alexander R. Stahl
Regulatory Counsel

cc: Certificate of Service
Joseph Magee, PUC Bureau of Consumer Services (via email jmagee@pa.gov)
Thomas Charles, PUC Office of Communications (via email thcharles@pa.gov)

Enclosures

Aqua Pennsylvania Consumer Education and Outreach Plan

2025/2026 Annual Report & Plan

General Purpose:

- To provide a multi-pronged approach to consumer education with the goal of increasing awareness of Aqua's income-based programs and connecting eligible populations to enrollment.
- To reach eligible customers, particularly those who are payment troubled or have very low income.
- To develop partnerships with other utilities and community social service agencies to connect eligible customers with the resource of Aqua CAP.

Development of Outreach Goals

In 2025, Aqua worked closely with its stakeholders in the Aqua Assistance Collaborative (AAC) to set outreach goals. These outreach goals fell into two main categories: 1) affirmative customer outreach and 2) general outreach improvements.

The first step in affirmative outreach was to review the zip codes served by Aqua PA and identify those with the highest levels of low-income households. Aqua PA identified the top 20 zip codes for outreach and use these Top 20 zip codes to track and report to the AAC on CAP saturation levels. These zip codes also inform placement of advertising through promotional efforts, including digital ads and traditional ad formats, such as billboards.

The established goals are:



Affirmative Customer Outreach

- Goal 1: Two targeted email and direct mail campaigns to at-risk customers in Top 20* zip codes.
- Goal 2: Implement CAP screening for new service calls by May 7, 2025.
- Goal 3: Complete implementation of CAP information into termination contacts and establishing holds to allow time for application by May 7, 2025.
- Goal 4: Deploy leak repair focused promotional strategy through Communications Team - April through June.
- Goal 5: Establish process for in-person applications at outreach events by August 1, 2025. (online access and paper applications)

*Top 20 plus newer acquisitions



General Outreach Improvements

- Goal 1: Review CAP penetration for Top 20* zip codes twice per year. Share results w/AAC.
- Goal 2: Increase CAP agency locations by 50% by year-end 2025.
- Goal 3: Make contact w/legislative offices of Top 20* within 90 days.
- Goal 4: Engage with PECO on potential soft hand-off within 6 months. (in lieu of data sharing) Share results w/AAC.
- Goal 5: Explore opportunities w/medical providers to share CAP info. Share results w/AAC.

**Top 20 plus newer acquisitions*

The Company reports to AAC at its quarterly meetings regarding progress, not only in improving CAP participation, but also in meeting these specific goals. Some important changes made in 2025 as a result of these established goals were:

- ❖ Screening callers establishing new service for CAP eligibility
- ❖ Adding CAP information to collections notices to encourage participation
- ❖ Initiated an direct call transfer process from Aqua’s contact center to Dollar Energy Fund for customers who are screened and appear eligible for CAP.
- ❖ Increased the number of local social service agencies available for CAP applicants.
- ❖ Initiated a co-branded CAP outreach campaign with PECO.

General Audience Education & Outreach Activities

Examples of promotions provided as an attachment to this report.

Activity	Frequency
Bill Inserts	At least once annually
Website program information	Available 24/7
Social Media Advertisements	Periodic promotions to increase awareness.
Promotional Advertisements (Counties: Delaware, Montgomery, Northumberland, Mercer)	Periodic promotions to increase awareness
Community education	Posters/handouts provided to schools, churches and social service agencies.

Annual Training/Community Education Opportunities

Association	Training/Support	2025 Update
Resource Fairs	Held throughout the service territory on various dates. Aqua staff will answer questions/distribute information.	See attached report of attended events.
BeUtilityWise	Annual participation in planning, program development and presentations to attendees regarding Aqua CAP.	Aqua participates in the Harrisburg and Philadelphia area events.

Special Needs/Limited English Proficiency

- Outreach materials (posters/handouts) are prepared in both English and Spanish translations. We will also provide materials in other languages if we find a need for a particular population in a particular area.
- Support to vulnerable customers provided by CARES representatives when customers are having difficulty understanding and/or completing steps to enroll in CAP. Dedicated phone line and email address (AquaCAP@aquaamerica.com; 412-208-6818)

CAP Enrollment Methods

Method	Availability
Self-service online application	Available 24/7 at https://www.hardshiptools.org/MyApp/
Via telephone	Monday through Friday from 8 a.m. to 4:30 p.m. Customers can begin the application process and learn how to submit the required documentation to complete their enrollment.
Dollar Energy Fund Screening Agency	Applications by appointment with local agencies.
Assistance of Aqua Team	Customers requiring support to apply for CAP can work directly with Aqua's team to complete the process.

Ease of Enrollment Efforts

- Online application available at: <https://www.hardshiptools.org/MyApp/>.
- Income documents can be submitted via upload, fax or US mail.
- Zero income form available via telephone and the online application.

Consumer Education & Outreach Plan Updates

As Aqua's programs are still in their early years, establishing connections within the social service community and engagement from stakeholders will be important to building up the number and variety of outreach efforts and materials. In order to ensure the continued development of the CEOP receives appropriate attention, the Company continues to work with its advisory group whose members include representatives from the Office of Consumer Advocate, Pennsylvania Utility Law Project, PA PUC Office

of Investigation & Enforcement, Bureau of Consumer Services, Office of Communications and social service agencies.

2026 Aqua Assistance Collaborative Meeting Dates:

- February 18
- May 20
- August 19
- November 18

2026 Focus Areas

- ❖ Continue to pursue outreach goals established with AAC input.
- ❖ Targeted outreach to recently acquired systems: Beaver Falls Wastewater, Greenville Water and Wastewater.
- ❖ Build out Aqua PA's presence on PA Navigate to increase awareness and referrals from medical providers and other agencies or individuals seeking utility support for their clients.
- ❖ Increase participation in Aqua PA's leak repair program to reduce utility bills caused by water leaks.
- ❖ Launch PECO co-branded campaign via email and distributed materials at local community events.

Date	Location	Type (event/materials)	Notes
11/26/2024	Delaware County	Presentation to Unhoused Working Group	100 attendees (legislative representatives, councils, social service agencies, state & federal office holder staff)
3/19/2024	Philadelphia	BeUtilityWise	Over 130 attendees representing social service agencies, legislative reps, state office staff and utilities
6/11/2025	Mercer County	Distribution of Aqua flyers @ Mercer County Landlord/Tenant Event	100 flyers were provided
7/15/2025	Mercer County	Mercer County Housing Coalition	Speak to housing coalition group regarding programs/leave flyers
9/18/2025	Delaware County	Senator Tim Kearney & Rep Heather Boyd Senior Fair	
11/26/2024	Delaware County	Presentation to Unhoused Working Group	100 attendees (legislative representatives, councils, social service agencies, state & federal office holder staff)
3/19/2024	Philadelphia	BeUtilityWise	
6/11/2025	Mercer County	Distribution of Aqua flyers @ Mercer County Landlord/Tenant Event	100 flyers were provided
7/15/2025	Mercer County	Mercer County Housing Coalition	Speak to housing coalition group regarding programs/leave flyers
9/18/2025	Delaware County	Senator Tim Kearney & Rep Heather Boyd Senior Fair	
12/17/2025	Community Utility Fair	In person	CAP
1/30/2025	Community Utility Fair	In person	CAP
3/27/2025	Community Utility Fair	In person	CAP
3/11/2025	Community Utility Fair	In person	CAP
6/14/2025	Flag Day	In person	CAP
45828	Juneteenth Sneaker Ball	In person	CAP
45895	Community Outreach	In person	CAP
45918	Senior Expo	In person	CAP
8/7/2025		Mailing of Aqua Flyers and Posters	Sent outreach material via mail to state reps that serve among Aqua PA's top 20 zip codes
8/7/2025		Mailing of Aqua Flyers and Posters	Sent outreach material via mail to state reps that serve new acquisitions of Aqua (Shenandoah & Greenville)
8/13/2025	Monaca- Beaver Co.	St. Vincent de Paul , Beaver County Monthly mtg.	Provided flyers
8/19/2025		Meeting with Chief of Staff at Office of State Rep. Nancy Guent	Reviewed Aqua assistance programs with Chief of staff Megan Griffing - Shelly, and discussed future collaboration.
8/27/2025		Mailing of Aqua Flyers and Posters	Sent outreach material via mail to state reps that serve Aqua customers
10/1/2025		Mailing of Aqua Flyers and Posters	Sent CAP flyers, tear-off posters, and Leak Repair index cards to Mercer County Assistance Office
10/21/2025	Virtual Meeting	Presentation to PA Dept. of Community & Economic Development	110+ attendees and all members will receive slide deck as well (300+). Promoted Aqua programs and offered coordination of conservation and leak repair services.
Ongoing		Field personnel delivering CAP doorhangers when posting 3 day notices	
Ongoing		CAP info provided to all informal complaint filers	
11/21/2025	BeUtilityWise	Presentation to social service agencies and other stakeholders	In addition to presentation, distributed flyers and 15 tear-off posters to agencies.

Aqua Pennsylvania 2025-26 CAP Campaign Overview

Prepared for 2026 Outreach and Education Plan – PUC Filing

April 2026

Campaign Overview

The Aqua Pennsylvania Customer Assistance Program (CAP) campaign employs a multi-channel approach built on an expanded foundation of digital targeting and direct customer outreach — ensuring eligible customers are reached with greater precision, frequency, and relevance across Aqua Pennsylvania's service territory.

In 2025-26, the campaign scaled its reach through advanced paid digital advertising, smarter audience targeting designed to connect with income-qualified households, and a more robust email outreach strategy that puts program information directly in front of the customers who need it most. These expanded tactics move beyond broad awareness and into real, measurable action — reducing barriers and making it easier than ever for customers to access help.

The cornerstone of this effort is connecting eligible customers with the resources Aqua Pennsylvania has built to support them — including enrollment in the Customer Assistance Program (CAP), access to Aqua Aid, and awareness of the Leak Repair Assistance Program. By strengthening its digital presence and creating more direct lines of communication, the campaign helps ensure that no eligible household goes without the support available to them.

This integrated approach focused on:


- Educating customers about assistance programs and available resources
- Driving enrollment in customer assistance programs
- Building community trust through transparent, accessible communication
- Leveraging multiple communication channels to meet customers where they are and reinforce key messages

Purpose of this document: To provide a summary of the planned advertising and outreach activities to be executed by Aqua Pennsylvania and Vault Communications for 2025-26.

An overview of advertising tactics, customer engagement channels, and marketing materials developed is included in the sections below:

- General Audience Education & Outreach Activities
- Customer Email Communications
- Marketing Materials & Collateral Developed
- Key Results

General Audience Education & Outreach Activities

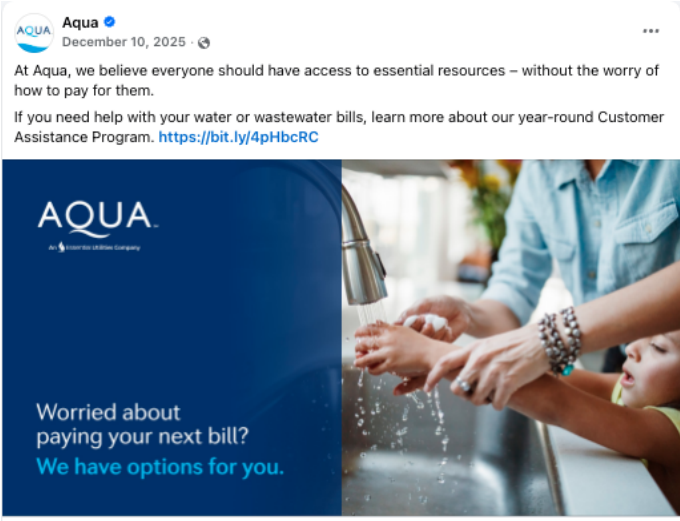
Activity	Details
<p>Website Program Information</p>	<p>Program pages on AquaWater.com maintained and updated to streamline the customer experience and journey to learn more and apply. Digital advertising directs customers to these resources, available 24/7, to self-screen for CAP, the Leak Repair Program, Aqua Aid, and complete form submission for a free conservation kit.</p> <div data-bbox="418 537 1404 1333"> <div data-bbox="418 537 649 716"> <p>Customer Assistance Programs</p> <hr/> <p>Learn About Other Customer Assistance Programs ></p> </div> <div data-bbox="669 537 1354 581"> <h3>Customer Assistance Program (CAP)</h3> </div> <div data-bbox="669 621 1404 659"> <p>We know life can be unpredictable. Our Customer Assistance Program is here to help eligible customers with their monthly water bills.</p> </div> <div data-bbox="669 680 899 709"> <h4>How CAP Can Help</h4> </div> <div data-bbox="669 720 1216 739"> <p>CAP provides financial assistance to eligible households to help reduce monthly water bills.</p> </div> <div data-bbox="669 758 1016 814"> <p>Check Eligibility Apply Now</p> </div> <div data-bbox="669 854 828 884"> <h4>Key Benefits</h4> </div> <div data-bbox="669 892 906 1045"> <p>Monthly Discounts Increased discounts on monthly water and wastewater bills to help you save.</p> </div> <div data-bbox="927 892 1157 1045"> <p>Leak Repair Support Customers enrolled in CAP are eligible for our Leak Repair Program, which covers repair costs if there is a leak in your home.</p> </div> <div data-bbox="669 1066 906 1220"> <p>Balance Credits \$40 credit towards older balances when monthly payments are made.</p> </div> <div data-bbox="927 1066 1157 1220"> <p>Aqua Aid Pennsylvania Aqua Aid is an assistance program designed to help customers in need receive uninterrupted water service.</p> </div> </div> <div data-bbox="418 1367 638 1535"> <p>Aqua Aid ></p> <p>Aqua Aid Donation Form ></p> </div> <div data-bbox="657 1367 1060 1411"> <h3>Aqua Aid Pennsylvania</h3> </div> <div data-bbox="657 1444 1331 1482"> <p>Aqua Aid Pennsylvania is an assistance program designed to help customers in need receive uninterrupted water service.</p> </div> <div data-bbox="657 1493 1354 1547"> <p>The program is focused on customers within the communities Aqua serves and is funded by generous donations from our shareholders and Aqua Pennsylvania customers like you. That way, neighbors can help neighbors in their own communities. One hundred percent of each donation goes directly to those who need it, and the contribution is tax deductible.</p> </div> <div data-bbox="657 1568 1343 1604"> <p>In addition to financial assistance, customers can learn about home efficiency, equipment responsibility and more through Aqua's Guides and Tips.</p> </div> <div data-bbox="657 1623 774 1642"> <p>Who is eligible?</p> </div> <div data-bbox="657 1650 1083 1669"> <p>Customers with income at or below the following guidelines may be eligible:</p> </div> <div data-bbox="418 1568 638 1686">  </div>

Get a Free Water Conservation Kit

Aqua Pennsylvania customers: Whether your water bill is higher than usual, you've noticed a leak, or you just want to be more water-wise, you may be eligible for a free water-saving conservation kit delivered right to your door.

To get your kit, you need to enroll in our [Customer Assistance Program \(CAP\)](#). CAP offers monthly discounts on your water and wastewater bills and also gives you access to valuable support, like our Leak Repair Program.

Learn more about CAP [here](#) and refer to the chart below to see if your monthly or annual income meets the requirements for your household size.

Activity	Details
<p>Paid & Organic Social Media</p>	<p>Targeted paid social media campaigns executed across Meta (Facebook & Instagram), Paid Search, YouTube, Nextdoor, and Connected TV (CTV) and content syndication platforms, geotargeted to reach income-eligible customers across Aqua Pennsylvania's high-need service areas.</p> <p>Multi-season creative aligned with CAP enrollment periods, conservation messaging, and leak repair assistance. Organic social posts reinforce paid messaging and drive ongoing program awareness year-round.</p> 

AQUA AID

Need help with your water or wastewater bills?
Aqua can help.

AQUA
A Council Utilities Company

Save money, save water.
Get a **free** conservation kit.

AQUA
A Council Utilities Company

Water bill higher than normal? Leaks could be the cause.
Aqua can help.

Activity	Details
Display & Search Advertising	Digital banner ads placed on local news sites and online platforms. Search advertising campaigns target key program-related search terms to reach customers actively seeking water bill assistance and affordability resources.

Lots of things in life can make us feel uneasy.

Your water bill shouldn't be one of them.

Aqua's Customer Assistance Programs can help.

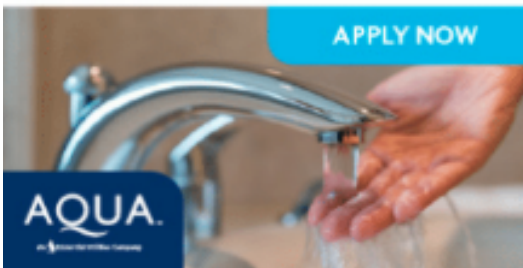


START SAVING TODAY

AQUA.
An **EMERY** Utility Company


Everyone should have access to safe, reliable water.


Get the support you need with Aqua's Customer Assistance Program.




APPLY NOW

AQUA.
An **EMERY** Utility Company

	<p>A little help can go a long way. Apply for Aqua's Customer Assistance Program so you can focus on the things that matter most.</p> 
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Activity	Details
<p>Earned Media & Media Relations</p>	<p>Press release distribution and media pitching to secure editorial coverage in local and regional publications year-round. Targeted outreach to local media outlets supporting CAP and Aqua Aid awareness. Op-ed and letter-to-the-editor placements to reinforce Aqua Pennsylvania's commitment to affordability and customer assistance.</p> 

	 <p>Stay Connected to Chester County Subscribe to stay informed!</p> <p>Aqua Pennsylvania Highlights Leak Repair Program Following Fix A Leak Week</p>  <p>Stay Connected to Chester County Subscribe to stay informed!</p> <p>Many Aqua Pennsylvania Customers Are Eligible for Monthly Discounts and Don't Know It</p> <p><i>By Rita Black, Director of Community Assistance Programs at Essen Utilities Inc.</i></p> <p>Published: 5:17 am EDT Jul 8, 2025 Updated: 9:50 am EDT Jul 1, 2025</p> 
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Activity	Details
<p>Traditional Advertising</p>	<p>Connected TV and billboard advertising (planned for 2026) — support CAP enrollment and Aqua Aid awareness. Emphasis on reaching lower-income households in high-need areas across the service territory.</p> <p>Video Ads:</p> <div style="display: flex; align-items: center; justify-content: center; margin-top: 20px;">  <div style="text-align: center;"> <p>Check your eligibility and apply today: Visit AquaWater.com/CAP or call 1.888.282.6816</p> </div> </div> <p style="text-align: right; font-size: small; margin-top: 20px;">AQUA</p>

Customer Direct Communications

Customer Emails	<p>Targeted email campaigns promoting CAP enrollment and assistance program awareness. Messaging includes eligibility overviews, enrollment steps, and direct links to AquaWater.com program pages. Deployed throughout the campaign to align with key enrollment and seasonal moments.</p>  <p>Water leak in your home? Call Aqua before you fix it.</p> <p>Every year, the EPA's Fix A Leak Week reminds us just how much water — and money — a small leak can waste. A single dripping faucet can burn through more than 3,000 gallons a year. A running toilet? Up to 90 gallons a day. That adds up fast on your bill.</p> <p>The good news: if you're an income-eligible Aqua Pennsylvania customer with a water leak, our Leak Repair Program may cover your repair costs — but you have to call us before the work is done.</p> <p>🔍 Signs You Might Have a Leak:</p> <ul style="list-style-type: none">• Your water bill is higher than usual — and nothing has changed at home• You hear water running when all taps are off• You notice wet spots on walls, floors, or ceilings• Water is pooling around pipes or fixtures• Your toilet keeps running after you flush <p>🔧 How to Check for Leaks at Home:</p> <ul style="list-style-type: none">• Check your water meter. Turn off all water in your home, then read your meter. Wait two hours — don't use any water. Read it again. If the number moved, you likely have a leak.• Test your toilet. Drop a few drops of food coloring into the tank. Wait 15–20 minutes without flushing. If the color shows up in the bowl, your flapper needs replacing.• If you suspect a leak, call Aqua customer service. Our team can review your usage and, if needed, may send a technician to check your meter.
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Save on water bills with leak repairs and monthly discounts from Aqua.

Looking to save on your water and wastewater bills? Monthly discounts are here to help.

If you need support with your monthly water and wastewater bill, our Customer Assistance Program (CAP) may be able to help. Qualifying customers can receive monthly discounts on their bills. Check your eligibility now and get the support you need.

Who is eligible? Check the income guidelines below to see if you qualify for CAP. Eligibility is based on household income before taxes.

2025-26 Income Guidelines

HOUSEHOLD SIZE	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$2,608	\$31,296
2	\$3,525	\$42,300
3	\$4,442	\$53,304
4	\$5,358	\$64,296
5	\$6,275	\$75,300
6	\$7,192	\$86,304
7	\$8,108	\$97,296
8	\$9,025	\$108,300
For each additional person add	\$917	\$11,004

How to apply: If you or someone you know could benefit from CAP, apply today! All CAP applications are coordinated by the Dollar Energy Fund (DEF). You can apply online on the DEF website or by calling the DEF at **1-888-282-6816**.

[Apply for CAP Today!](#)

Marketing Materials & Collateral

Flyers

Program information sheets and educational handouts distributed at community events, resource fairs, agency office hours, and partner locations across the service territory. Available in English and Spanish.



Aqua Pennsylvania's Customer Assistance Program (CAP) can help with your monthly bills.

At Aqua, we believe everyone should have access to essential resources without the worry of how to pay for them. If you or someone you know needs help with water and wastewater bills, apply for monthly discounts through CAP today.

Assistance is available year-round to qualifying households.

PROGRAM BENEFITS

- Discounts on monthly water and wastewater bills
- \$40 credit towards older balances when monthly payments are made

Who is eligible?

Customers with income at or below the following guidelines may be eligible:

HOUSEHOLD SIZE	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$2,660	\$31,920
2	\$3,607	\$43,284
3	\$4,553	\$54,636
4	\$5,500	\$66,000
5	\$6,447	\$77,364
6	\$7,393	\$88,716
7	\$8,340	\$100,080
8	\$9,287	\$111,444
For each additional person add	\$947	\$11,364

Apply online at www.hardshiptools.org/MyApp

Apply over the phone at 1-888-282-6816

Scan the QR Code to get started today





Looking to save on your water and wastewater bills? Larger discounts are now available.



Aqua Pennsylvania's Customer Assistance Program (CAP) can help with your monthly bills.

At Aqua, we believe everyone should have access to essential resources without the worry of how to pay for them. If you or someone you know needs help with your water or wastewater bills, apply for monthly discounts through CAP today.

Assistance is available year-round to qualifying households.

PROGRAM BENEFITS

- Discounts on monthly water and wastewater bills
- \$40 credit towards older balances when monthly payments are made

Save on water bills with monthly discounts and leak repairs from Aqua.

Customers with income at or below the following guidelines may be eligible:

HOUSEHOLD SIZE	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$2,860	\$31,920
2	\$3,607	\$43,284
3	\$4,563	\$54,636
4	\$5,500	\$66,000
5	\$6,447	\$77,364
6	\$7,393	\$88,716
7	\$8,340	\$100,080
8	\$9,287	\$111,444
For each additional person add:	\$947	\$11,364

Learn more at www.aquawater.com/customer-assistance-program-cap

Apply over the phone at 1-888-282-6816



Scan here to learn more about Aqua Pennsylvania's Customer Assistance Program (CAP)





¿Desea ahorrar en sus facturas de agua y aguas residuales?

Tenemos disponibles mayores descuentos.



Aqua Pennsylvania's Customer Assistance Program (CAP) descuento se ha expandido.

En Aqua creemos que todos deberían tener acceso a servicios esenciales sin preocuparse de cómo pagarlos. Si usted o alguien que conoce necesita ayuda con las facturas de agua y aguas residuales, aplique hoy a descuentos mensuales a través del programa de CAP.

El programa está disponible durante todo el año para los clientes que califican.

BENEFICIOS DEL PROGRAMA

- Mayores aumentos en descuentos mensuales en su factura de agua y aguas residuales
- \$40 de crédito al saldo de la cuenta cuando realiza pagos mensuales

¿Quién es elegible?

Los clientes con ingresos iguales o inferiores a los siguientes requisitos financieros pueden ser elegibles:

TAMAÑO DE LA FAMILIA	TOTAL DE INGRESOS MENSUALES	TOTAL DE INGRESOS ANUALES
1	\$2,660	\$31,920
2	\$3,607	\$43,284
3	\$4,553	\$54,636
4	\$5,500	\$66,000
5	\$6,447	\$77,364
6	\$7,393	\$88,716
7	\$8,340	\$100,080
8	\$9,287	\$111,444
Por cada personal adicional añadida	\$947	\$11,364



Aplicar en línea en www.hardshiptools.org/MyApp



Aplicar por teléfono al 1-888-282-6816

Escanea el código QR para comenzar hoy



Bill Inserts & Postcards

Print-ready bill insert and postcard designs distributed to Aqua Pennsylvania customers via monthly billing statements or direct mail. Seasonal versions developed for CAP, the Leak Repair Program, and Aqua Aid.



Water bill higher than normal? Leaks could be the cause.

We can help.

You may qualify for our income-based **Customer Assistance** and **Leak Repair Programs**. Apply today for monthly assistance and start saving.



Do you need help with your water or wastewater bills?

Learn about Aqua Aid Pennsylvania, a financial assistance program funded by donations from customers like you.



Scan here to learn more and apply



Apply online at hardshiptools.org/MyApp



Apply at a Local Partner Agency hardshiptools.org/AgencyFinder.aspx



Who is eligible?

Customers with income at or below the following guidelines may be eligible:

HOUSEHOLD SIZE	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$2,660	\$31,920
2	\$3,607	\$43,284
3	\$4,553	\$54,636
4	\$5,500	\$66,000
5	\$6,447	\$77,364
6	\$7,393	\$88,716
7	\$8,340	\$100,080
8	\$9,287	\$111,444
For each additional person add	\$947	\$11,364



Neighbors helping neighbors

Would you like to support Aqua customers in need of financial assistance? Learn how to make a tax-deductible donation to Aqua Aid Pennsylvania.



Scan here to donate

Making a donation is easy:

- Provide your Aqua account number, name and address.
- Select the frequency and amount of your donation.

Want to donate via mail? Make checks payable to:
Aqua Pennsylvania, Attn: Aqua Aid
762 West Lancaster Ave, Bryn Mawr, PA 19010



**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Pennsylvania Public Utility : **Docket No. R-2021-3027385**
Commission v. Aqua Pennsylvania, Inc. :
:

Pennsylvania Public Utility : **Docket No. R-2021-3027386**
Commission v. Aqua Pennsylvania :
Wastewater, Inc. :

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the individuals and in the manner listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA EMAIL

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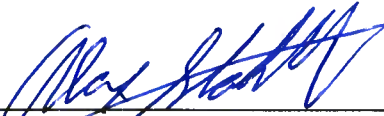
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Dated: April 3, 2026