

16 Heron Lane
Coatesville, PA 19320
March 20, 2026

Re: Pennsylvania Public Utility Commission v. Pennsylvania American Water Company
Docket Nos: R-2025-3057983, R-2025-3058051

Secretary
Pennsylvania Public Utility Commission
400 North Street 2nd Floor
Harrisburg, PA 17120

Supplement to Sworn Testimony

Please accept this letter and its enclosed exhibits ("Craven Supplement Exhibits 1 and 2") as additions to my sworn testimony and exhibits presented at the In-Person Public Input hearing on January 29, 2026 in Coatesville.

The attached exhibits are pages from my March 16, 2026 Pennsylvania American Water ("PAW") bill. The bill presents several items pertinent to PAW's tariff increase request.

In enclosed Exhibit 1, PAW states that its "Water Distribution Charge increased from 0.25% to 1.65%." That is an astounding 660% increase of questionable validity.

In the same paragraph on Exhibit 1, PAW also states that the Water Distribution Charge "funds the replacement of water system facilities." That undermines PAW's repeated claim that it needs additional funding for that purpose.

Based on the Distribution Improvement Charge shown on Exhibit 2, PAW collects \$7,365,600 per year from that charge (682,000 customers x \$.90 on this below average consumption residential bill) x 12). PAW's bi-annual plea for higher rates and charges to cover its "infrastructure improvements" becomes even harder to accept.

Finally in the "Water Quality" item of PAW's description of its "Services" on Exhibit 1, PWC proclaims, "We have an exceptional track record when it comes to providing safe, reliable water service to our customers." That statement refutes PAW's counsel's lament that PWC's water quality is at low grade, and thus requires millions of dollars to upgrade.

Considering the above points and those made in my sworn submission, I respectfully ask that the PUC deny PAW's water rate increases.

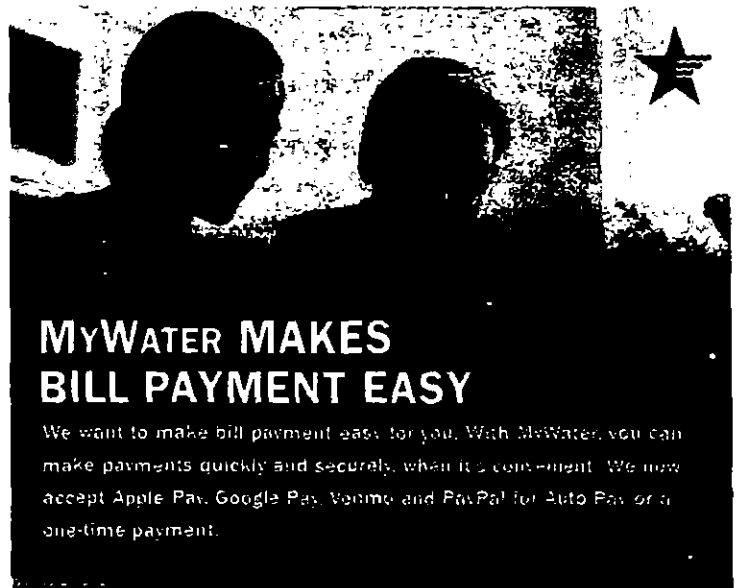
Respectfully yours,

Charles W. Craven

Charles W. Craven

Messages from Pennsylvania American Water

- Effective January 1, 2026, the Water Distribution System Improvement Charge increased from 0.28% to 1.65%. This charge funds the replacement of water system facilities.
- Effective January 1, 2026 the water State Tax Adjustment Surcharge decreased from 0.00% to -0.13%. This charge reflects the reduction to the Pennsylvania Corporate Net Income Tax.
- Pennsylvania American Water customer rates are based on specific rate zones identified in the company's tariffs. For more information on your rates, visit pennsylvaniaamwater.com/rates and reference Water Rate Zone 1.
- Approximately 3.27 percent, or \$1.65 of state taxes are included in your current bill.



MYWATER MAKES BILL PAYMENT EASY

We want to make bill payment easy for you. With MyWater, you can make payments quickly and securely, when it's convenient. We now accept Apple Pay, Google Pay, Venmo and PayPal for Auto Pay or a one-time payment.

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 have an exceptional track record when it comes to providing safe, reliable water service to our customers. For a copy of the annual water quality report for your area, visit pennsylvaniaamwater.com. Under Water Quality, select Water Quality
- **H2O Help To Others:** This program helps low-income customers who qualify with their bills. For more information, contact our program administrator, 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), may change every three months based on work completed. It will not exceed 7.5% of your water bill or 5% of your wastewater 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-estimated bills.
- **Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint prior to the bill's due date. Contact customer service Monday-Friday from 7 a.m. to 7 p.m. at 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 2798, Camden, NJ 08101.
- **Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at pennsylvaniaamwater.com. Under Customer Service & Billing, select Your Water and Wastewater Rates.
- **Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 1-888-378-4458.
- **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$ _____ with my payment.

I'd like to add a recurring contribution to each bill of \$ _____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ Mobile Number _____

Phone Number _____

E-mail Address _____

Pay your bill in person! To find an authorized payment location near you, please visit www.amwater.com/payment



799368590496399810001349166130



By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at www.vanitasdirect.com/pay/terms. After successful payment using this barcode you may retrieve your full detailed e-receipt at www.vanitasdirect.com/pay/ereceipt.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
XXXXXXXXXX	100 gal	5/8"	02/13/2026	03/12/2026	732 (A)	751 (A)	19	19.00	1,900

A = Actual E = Estimate

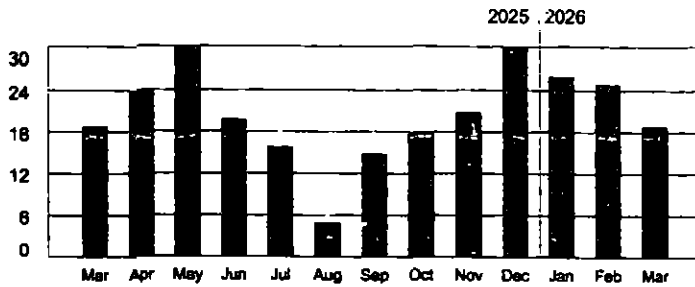
1 Billing Unit = 100 gallons

Total Gallons: 1,900

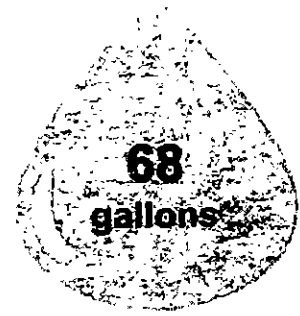
Billed Usage History (graph shown in 100 gallons)

- 1,900 gallons = usage for this period
- 1,900 gallons = usage for same period last year

Next Scheduled Read Date: on or about April 14, 2026
Account Type: Residential



Average daily use for this period is: (28 days)



Year to Date Billed Usage: 7,000 gallons

Account Detail

Account No. ~~XXXXXXXXXX~~

Service To: 16 HERON LN COATESVILLE, PA 19320-0000

Prior Billing		66.72
Payments		-66.72
Total payments as of Mar 10. Thank you!		
Balance Forward		0.00
Fees and Adjustments		-4.70
Courtesy Adjustment		-4.70
Service Related Charges - 02/13/26 to 03/12/26		
Water Service		54.47
Water Service Charge		18.80
Water Usage Charge	(19 x \$1.8772)	35.67
Other Charges		0.83
State Tax Adjustment Surcharge	(\$54.47 x -0.13%)	-0.07
Distribution System Improvement Charge	(\$54.47 x 1.65%)	0.90
Total Service Related Charges		55.30
Total Current Period Charges		50.60

Total Amount Due



\$50.60

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 corrections to previously billed charges are itemized in this section.
- Bill Period:** This section shows the time period for which the bill is based. Billing periods may range from 28-35 days in accordance with PUC regulations.
- 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 but are not required. Learn more in the Explanation of Fees and Other Terms section on page 2 of your bill.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

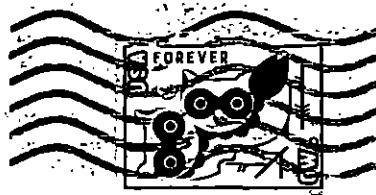
Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

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

CRAVEN
16 HERON LANE
COATESVILLE, PA 19320

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Secretary
Pennsylvania Public Utility Commission
400 North Street - 2d Floor
Harrisburg, PA 17120

17120-007999

