PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17120

Public Meeting held November 5, 2026

Commissioners Present:

Stephen M. DeFrank, Chairman
Kimberly Barrow, Vice Chair
John F. Coleman, Jr.
Ralph V. Yanora
Kathryn L. Zerfuss

Pennsylvania Public Utility Commission	R-2025-3057983
Office of Consumer Advocate	C-2025-3058806
Office of Small Business Advocate	C-2025-3058770
Rik Bhattacharyya	C-2025-3058701
Curran Mitchell	C-2025-3058705
Michael Leone	C-2025-3058733
Zachary Bugay	C-2025-3058769
Mary Naydan	C-2025-3058792
Brian Dugas	C-2025-3058818
David R. Hurlbrink	C-2025-3058843
Patricia A. Finley	C-2025-3058864
Connie Horhut	C-2025-3058873
William Balint	C-2025-3058984
Jay S. Croft	C-2025-3059030
Brooke Birckbichler	C-2025-3059057
Marc Wills and Angelia Koser	C-2025-3059143
Neil Allen Brown	C-2025-3059169
David and Lynn Griffith	C-2025-3059164
Jeffrey Reichart	C-2025-3059136
Keith Sauer	C-2025-3059144
CAUSE-PA	C-2025-3059141
Karen W. Harris	C-2025-3059042
Deanna Pilkerton	C-2025-3059154
Angela McCloy	C-2025-3059209
Paul Heiken	C-2025-3059211

John Arty	C-2025-3059254
Kevin Clinebell	C-2025-3059159
James C. Davies	C-2025-3059113
Christopher Cappuccitti	C-2025-3059093
Carolann Hunt	C-2025-3059080
David Dubos	C-2025-3059090
Ralf Neckien	C-2025-3059089
Amy Stalnecker	C-2025-3059188
Paul Walaski	C-2025-3059341
Mary Tanealian	C-2025-3059342
Scott Retalla	C-2025-3059302
Kathleen Schwartz	C-2025-3059350
Amanda Johnsen	C-2025-3059381
Larry and Irene Mistik	C-2025-3059421
Tacy M. Rutherford	C-2025-3059426
Felipe Ortiz	C-2025-3059452
Grace Nucciarone	C-2025-3059484
Violet B. Kern	C-2025-3059446
Jayne Fitzpatrick	C-2025-3059490
Mark Schlosser	C-2025-3059494
Thomas Ziman	C-2025-3059499
Wayne W. Hedrick	C-2025-3059501
Amity Township Board of Supervisors	C-2025-3059538
John Erbiecella	C-2025-3059507
John Messina	C-2025-3059527
Robert and Patricia Boni	C-2026-3059592
James B. Dworchak	C-2026-3059603
John P. Dolekary	C-2026-3059574
Dazhe Wang	C-2026-3059556
Shawn Cieniewicz	C-2026-3059631
Adam Thomas	C-2026-3059694
Michelle Kazar	C-2026-3059697
Naomi Conte	C-2026-3059647
Dana Ullmann	C-2026-3059695
Carla Seidel	C-2026-3059689
Michael Vallonio	C-2026-3059710
Alicia W. Shussett	C-2026-3059712
Heather Zeh	C-2026-3059716
Shaun Keperling	C-2026-3059707
Steve Comuso	C-2026-3059709
Jedidiah Chappell	C-2026-3059766
Diane Martellacci	C-2026-3060020
Jennifer Breton	C-2026-3059732

Scott Bogust	C-2026-3059735
Kathy Lavanga	C-2026-3059739
Sherri and Scott High	C-2026-3059742
Rebecca Carsto	C-2026-3059746
Anna Smallwood	C-2026-3059741
Theodore Gardella	C-2026-3059731
Sergio Castaneda	C-2026-3059734
Stephanie Mosteller	C-2026-3059737
Paedrick Holohan	C-2026-3059743
Ahn Weisner	C-2026-3059755
Lauren Hoover	C-2026-3059758
Jeffrey Bezler	C-2026-3059762
Patricia Istenes	C-2026-3059761
Patricia May Phillips	C-2026-3059779
Joshua and Bryn Hoyt	C-2026-3059778
Richard Matijasich	C-2026-3059812
Kendra Robinson	C-2026-3059801
David Barnett	C-2026-3059818
Christopher Nicholson	C-2026-3059819
Robert Peiffer	C-2026-3059824
William Dobron	C-2026-3059821
Exeter Township School District	C-2026-3059827
Kathleen Townsend	C-2026-3059845
Donald and Roberta Baker	C-2026-3060105
Paul Brown	C-2026-3060187
Edward C. Padgelek	C-2026-3060463
Frank Shaffer	C-2026-3060734
James Docherty	C-2026-3060880
Judy Wojanis	C-2026-3060881
Ramkrishna Sen	C-2026-3061359

v.

Pennsylvania-American Water Company

Pennsylvania Public Utility Commission	R-2025-3058051
Office of Consumer Advocate	C-2025-3058810
Office of Small Business Advocate	C-2025-3058771
Curran Mitchell	C-2025-3058707
Elaine L. Bowman	C-2025-3058815
Joel Jackson	C-2025-3059064

Patricia A. Finley	C-2025-3058826
David R. Hurlbrink	C-2025-3058845
Jay S. Croft	C-2025-3059031
Brooke Birckbichler	C-2025-3059053
Marc Wills and Angelia Koser	C-2025-3059147
Neil Allen Brown	C-2025-3059170
David and Lynn Griffith	C-2025-3059165
Jeffrey Reichart	C-2025-3059137
Keith Sauer	C-2025-3059146
CAUSE-PA	C-2025-3059142
Karen W. Harris	C-2025-3059148
Deanna Pilkerton	C-2025-3059172
Angela McCloy	C-2025-3059213
Paul Heiken	C-2025-3059212
John Arty	C-2025-3059250
Christopher Cappuccitti	C-2025-3059094
Carolann Hunt	C-2025-3059087
Ralf Neckien	C-2025-3059117
Linda Allison	C-2025-3059122
Amy Stalnecker	C-2025-3059189
Theresa McGee	C-2025-3059334
Mary Tanealian	C-2025-3059295
Kathleen Schwartz	C-2025-3059353
Amanda Johnsen	C-2025-3059377
Tacy Rutherford	C-2025-3059427
Larry and Irene Mistick	C-2025-3059447
James Lyle	C-2025-3059442
Wayne W. Hedrick	C-2025-3059502
Mark Schlosser	C-2025-3059492
John Erbicella	C-2025-3059508
John Messina	C-2025-3059528
Robert and Particia Boni	C-2026-3059593
Stephen M. Citrullo	C-2026-3059602
Karen Bates	C-2026-3059699
Adam Thomas	C-2026-3059693
Joey and Lisa Inmon	C-2026-3059682
Naomi Conte	C-2026-3059650
Dana Ullmann	C-2026-3059692
Carla Seidel	C-2026-3059703
Shaun Keperling	C-2026-3059708
Colleen Vallonio	C-2026-3059711
Alicia W. Shussett	C-2026-3059714
Heather Zeh	C-2026-3059715

Laurel Miller	C-2026-3059733
Scott Bogust	C-2026-3059738
Stephanie Lamison	C-2026-3059745
Anna Smallwood	C-2026-3059744
Paedrick Holohan	C-2026-3059751
Anh Weisner	C-2026-3059757
Lauren Hoover	C-2026-3059759
Patricia Istenes	C-2026-3059756
Sherrie Greene	C-2026-3059764
Exeter Township Board of Supervisors	C-2026-3059765
Douglas Berguson	C-2026-3059767
Jeffrey Bezeler	C-2026-3059763
Amber Dinnella	C-2026-3059768
John Phio	C-2026-3059773
Richard Matijasich	C-2026-3059811
Kendra Robinson	C-2026-3059815
Sujata Shakya	C-2026-3059817
Christopher Nicholson	C-2026-3059822
Patricia May Phillips	C-2026-3059797
Denise E. Prowse	C-2026-3059816
Kathleen Townsend	C-2026-3059844
Diane Martellacci	C-2026-3060028
Floyd Gault Jr	C-2026-3060025
Jedidiah Chappell	C-2026-3060017
Paul Brown	C-2026-3060188
Frank Shaffer	C-2026-3060717

v.

Pennsylvania-American Water Company
Wastewater Division

OPINION AND ORDER

BY THE COMMISSION:

Before the Pennsylvania Public Utility Commission (Commission) for consideration and disposition is the Petition of Pennsylvania-American Water Company (PAWC or Company) for an Extension of Time to Implement Certain Information

Technology Changes Related to Its Arrearage Management Program (Petition), filed on September 30, 2026. The Petition pertains to the Commission's Opinion and Order entered July 27, 2026 (*July 2026 Order*), authorizing an annual revenue increase for PAWC for its water and wastewater operations.[1] On October 13, 2026, the Office of Consumer Advocate (OCA) and the Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania (CAUSE-PA) filed their respective Answers to the Petition. For the reasons discussed below, we shall grant the Petition, consistent with this Opinion and Order.

I. History of the Proceeding[2]

On November 14, 2025, PAWC filed Supplement No. 58 (Water Supplement No. 58) to Tariff Water-PA P.U.C. No. 5 (Tariff Water), to become effective January 13, 2026. In Water Supplement No. 58, the Company originally proposed changes that would have increased PAWC's total annual operating revenues for its water operations by approximately $152.4 million, or by 16.1%.

Also on November 14, 2025, PAWC filed Supplement No. 61 (Wastewater Supplement No. 61) to Tariff Wastewater PA P.U.C. No. 16 (Tariff Wastewater), to

[1] In the *July 2026 Order*, we approved an annual revenue increase of $45,299,821 to the Company's *pro forma* revenues at present rates of $953,098,389, or approximately 4.75%, for its water operations; and an annual revenue increase of $29,623,619 to the Company's *pro forma* revenues at present rates of $209,037,480, or approximately 14.17%, for its wastewater operations. *July 2026 Order* at 9. Relevant to this Petition, we further approved modifications to the Company's Arrearage Management Program (AMP) and directed the implementation of the modifications within 90 days, or by no later than November 11, 2026. *Id.* at 351-53, 416-17.

[2] The following is an abbreviated summary of the procedural history of the Company's base rate case filing. For a full summary, see the Recommended Decision (R.D.), issued on May 15, 2026, at pages 5 to 10, and the *July 2026 Order* at pages 9 to 15.

become effective January 13, 2026. In Wastewater Supplement No. 61, the Company originally proposed changes that would have increased the Company's total annual operating revenues for its wastewater operations by approximately $16.3 million, or by 7.8%.

Thereafter, several Parties filed notices of appearance or petitions to intervene, including the Commission's Bureau of Investigation and Enforcement (I&E), the OCA, the Office of Small Business Advocate (OSBA), CAUSE-PA, Cleveland-Cliffs Steel (Cleveland-Cliffs), and Victory Brewing Company (Victory Brewing). The OCA and the OSBA filed Formal Complaints against the Company's proposed rate increases.

Consistent with Section 1308(d) of the Public Utility Code (Code), 66 Pa.C.S. § 1308(d), the Commission suspended the effective dates of Water Supplement No. 58 and Wastewater Supplement No. 61 by operation of law until August 13, 2026, to allow investigation of the filings.

Twelve public input hearings were held throughout the service territories of the Company. During these hearings, 217 people testified. R.D. at 8.

On March 23, 2026, an evidentiary hearing was held. Afterwards, various Parties filed briefs and reply briefs in support of their positions.

On May 15, 2026, the Commission issued the Recommended Decision of Administrative Law Judges (ALJs) Emily I. DeVoe and Jeffrey A. Watson. Therein, the ALJs recommended that the Commission deny PAWC's requested revenue increases in their entirety. Alternatively, the ALJs recommended that if the Commission were to disagree with their primary recommendation to disallow the Company's requested increase, the Commission should approve reduced revenue allowances.

PAWC, I&E, the OCA, the OSBA, and Cleveland-Cliffs filed Exceptions to the Recommended Decision on May 26, 2026. On June 2, 2026, PAWC, I&E, the OCA, CAUSE-PA, and Victory Brewing filed Replies to Exceptions.

As indicated above, in the *July 2026 Order*, we approved an annual revenue increase of $45,299,821, or approximately 4.75% for the Company's water operations, and an annual revenue increase of $29,623,619, or approximately 14.17% for its wastewater operations. In doing so, we: (1) granted, in part, and denied, in part, the Exceptions filed by PAWC and the OCA; (2) denied the Exceptions filed by I&E, the OSBA, and Cleveland-Cliffs; and (3) adopted the Recommended Decision of ALJs DeVoe and Watson, as modified. *See July 2026 Order* at 20-411.

On September 30, 2026, the Company filed the instant Petition.[3] The OCA and CAUSE-PA filed their respective Answers to the Petition on October 13, 2026.[4,5]

[3] By Secretarial Letter issued on October 8, 2026, the Commission clarified that any Answers to the Petition would be due by October 13, 2026.

[4] Also pending before the Commission is the Petition for Rescission or Amendment of the Commission's Order, Temporary Rate Freeze, and *Nunc Pro Tunc* Relief filed by Elizabeth Township (Township Petition) on September 14, 2026. On September 22, 2026, and September 30, 2026, PAWC filed unopposed motions for extensions of time to answer the Township Petition. By Secretarial Letters issued on September 23, 2026, and October 2, 2026, the Commission granted the Company's requests for time extensions to answer the Township Petition. Specifically, in the Secretarial Letter issued on October 2, 2026, the Commission extended the answer period for the pending Township Petition to November 16, 2026. Accordingly, we shall not address the Township Petition in this Opinion and Order.

[5] On November 2, 2026, PAWC filed a Reply to New Matter.

II. Discussion

A. Legal Standards

We are not required to consider expressly or at great length each contention raised by a party to our proceedings. *Consolidated Rail Corporation v. Pa. PUC*, 625 A.2d 741 (Pa. Cmwlth. 1993); *see also, generally, University of Pennsylvania v. Pa. PUC*, 485 A.2d 1217 (Pa. Cmwlth. 1984). Any argument that is not specifically addressed herein shall be deemed to have been duly considered and denied without further discussion.

The instant Petition addresses the *July 2026 Order* which became the final action of the Commission when no Parties filed an appeal of this determination. The Code establishes a party's right to seek relief following the issuance of our final decisions pursuant to Subsections 703(f) and (g), 66 Pa.C.S. § 703(f) and § 703(g), relating to rehearings, as well as the rescission and amendment of orders. Such requests for relief must be consistent with Section 5.572 of our Regulations, 52 Pa. Code § 5.572, relating to petitions for relief following the issuance of a final decision.

A petition to modify or rescind a final Commission decision may only be granted judiciously and under appropriate circumstances, because such an action results in the disturbance of final orders. *City of Pittsburgh v. Pennsylvania Department of Transportation*, 490 Pa. 264, 416 A.2d 461 (1980). Additionally, we recognize that while a petition under Section 703(g) may raise any matter designed to convince us that we should exercise our discretion to amend or rescind a prior decision, at the same time "[p]arties . . ., cannot be permitted by a second motion to review and reconsider, to raise the same questions which were specifically considered and decided against them." *Duick v. Pennsylvania Gas and Water Company*, 56 Pa. P.U.C. 553 (Order entered December 17, 1982) (quoting *Pennsylvania Railroad Co. v. Pennsylvania Public Service*

Commission, 179 A. 850, 854 (Pa. Super. 1935)). Such petitions are likely to succeed only when they raise "new and novel arguments," not previously heard or considerations which appear to have been overlooked or not addressed by the Commission. *Duick* at 559.

Additionally, we note that Section 1.15 of our Regulations, 52 Pa. Code § 1.15, confers upon us the authority and discretion to grant an extension of time. Section 1.15(a) provides, in pertinent part, as follows:

> Except as otherwise provided by statute, whenever under this title or by order of the Commission, … an act is required or allowed to be done at or within a specified time, the time fixed or the period of time prescribed may, by the Commission, the presiding officer or other authorized person, for good cause be extended upon motion made before expiration of the period originally prescribed or as previously extended. Upon motion made after the expiration of the specified period, the act may be permitted to be done where reasonable grounds are shown for the failure to act.

52 Pa. Code § 1.15(a).

B. Petition and Answers

In its Petition, PAWC requests that the Commission extend through June 30, 2027, the November 11, 2026, deadline for the implementation of certain AMP-related modifications identified in the *July 2026 Order*. The Company submits that the extension is necessary because it is preparing for information technology (IT) upgrades that materially limit the Company's ability to design, develop, test, and deploy certain AMP changes before November 11, 2026. Petition at 2, 5.

The Company notes that the *July 2026 Order* established November 11, 2026, as the deadline for implementing specified modifications to PAWC's Bill Discount Program (BDP), AMP, and screening, outreach, and enrollment procedures, together with an associated report to the Commission's Bureau of Consumer Services (BCS). PAWC contends, however, that the Commission in the *July 2026 Order* expressly recognized that the AMP modifications would require IT changes and stated that, if PAWC determined that implementation within the 90-day period was not feasible, it could request an extension from the Commission. Petition at 1-2; *July 2026 Order* at 353.

In PAWC's view, an extension is necessary due to imminent, enterprise-wide system upgrades which materially limit the Company's ability to comply with the November 11, 2026, deadline. The Company argues that an extension is necessary to prevent implementation risk, duplicative programming, additional costs, and potential disruption to customer-facing systems. Petition at 2.

Referencing the AMP modifications in the *July 2026 Order*, the Company states that it is required to implement the following four requirements by November 11, 2026:

(1) Allow a participant to earn a monthly arrearage-forgiveness credit for each complete payment, regardless of timeliness.

(2) Apply retroactive credits once the participant pays the in-program balance in full.

(3) Increase the monthly arrearage-forgiveness credit from $25 to $40 for a timely payment or a cured missed or late payment.

(4) Provide complete arrearage forgiveness over a 24-month period.

Petition at 3.[6]

PAWC avers that after extensive internal discussions, it has determined that it cannot implement three of the four AMP-related changes outlined above. That is, the Company contends it will only be able to implement the third requirement of increasing the monthly arrearage-forgiveness credit to $40 and that the other three modifications cannot feasibly be implemented by November 11, 2026. Petition at 3-4.

In support of the requested extension, PAWC asserts two main arguments. First, the Company contends that the required changes depend on coordinated modifications to PAWC's IT functionality. According to PAWC, the revised AMP credit application, retroactive credit functionality, and the 24-month forgiveness structure require system design, coding, interfaces, controls, testing, and deployment activities. Petition at 4.

Second, the Company argues that the required AMP activities cannot be responsibly completed before November 11, 2026, because they overlap with PAWC's imminent SAP S/4HANA upgrades, which are scheduled to occur in the first quarter of 2027. The Company asserts that its migration to SAP S/4HANA is necessary to maintain SAP support and ensure the continued reliability and security of the Company's enterprise systems. In PAWC's view, "[a]ttempting to implement the ordered changes in

[6] PAWC further acknowledges that it is required to update AMP policies, procedures, customer education materials, enrollment processes, and related system calculations to reflect the required modifications and to submit a report to BCS by November 11, 2026, confirming their implementation. Petition at 3.

the legacy environment immediately before these upgrades would require duplicative development and testing and could increase the risk of calculation errors, data-conversion issues, customer confusion, and disruption to customer assistance program administration." Petition at 4.

The Company characterizes its request as a good faith, limited extension through June 30, 2027. According to PAWC, the revised implementation date will permit the Company to complete the enterprise upgrades, incorporate the ordered changes into the upgraded environment, conduct appropriate end-to-end testing, train affected personnel, and revise customer communications before deployment. Petition at 5.

In its Answer to the Petition, the OCA asserts that if the Commission grants the Petition, it should require PAWC to retroactively grant the arrearage forgiveness that would have been earned had the Company implemented the change within the required deadline set forth in the *July 2026 Order*. The OCA also requests that if an extension is granted, PAWC should be required to place a collection hold on any affected accounts. OCA Answer at 5.

The OCA raises three objections to the Petition. First, the OCA submits that if PAWC knew of the pending IT update, then it should have informed the Commission and the Parties more than a month before the deadline for compliance. In the OCA's view the compliance deadline concerns are due to circumstances created entirely by PAWC and that the Commission and the Parties have no way to confirm if a lengthy seven-month extension is necessary or reasonable. OCA Answer at 3.

Second, the OCA argues that PAWC vaguely describes the circumstances of the IT update. The OCA asserts that the only harm alleged by the Company if the relief is not granted is a risk of temporary or duplicative programming that could create

additional costs or customer risks, without specifying what those risks would entail. OCA Answer at 3.

Third, the OCA contends that a greater risk is the known or quantifiable harm to AMP participants who will needlessly suffer financial hardship from PAWC's delay. In particular, the OCA submits that low income customers need these programs to promptly work effectively and that it is inappropriate for such customers to be harmed due to PAWC's failure to provide notice in a timely manner. OCA Answer at 3 (citing *July 2026 Order* at 353).

In summary, the OCA argues that the Company's previously unknown IT upgrades should not prevent the Commission's AMP requirements from becoming effective. Therefore, the OCA proffers that if the Commission permits an extension of time, it should require PAWC to retroactively grant the arrearage forgiveness that would have been earned had the Company implemented the change on November 11, 2026.[7] OCA Answer at 3.

Additionally, the OCA argues that the Commission should require PAWC to place a collection hold on any affected customer accounts. According to the OCA, a collection hold on affected accounts is important to prevent any unnecessary terminations or collection activities against any customers who, but for PAWC's delay in implementing the new software, would not have any termination or collection activities imposed on them. The OCA argues that the termination hold is needed to ensure safe and reliable water service at just and reasonable rates. OCA Answer at 3-4.

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[7] As examples, the OCA asserts the following pertaining to AMP payments as of June 30, 2027: (1) if all payments are made in full, the customer should earn $320 in forgiveness (8 months x $40); (2) if 50% of payments are made, the customer should receive $160 in forgiveness; and (3) if 80% of payments are made, the customer should receive $256 in forgiveness. OCA Answer at 4.

In its Answer to the Petition, CAUSE-PA asserts that it does not oppose the granting of the Petition for a limited extension to June 30, 2027. Although CAUSE-PA notes that delaying the AMP-related changes will exacerbate the well-documented harms caused by unaffordable rates, CAUSE-PA acknowledges that such programmatic changes are complex and if done poorly, may cause other harms to occur. Therefore, CAUSE-PA agrees that such an extension is necessary to ensure that the mandated changes to the AMP are durable, done correctly, and do not cause unintended consequences. CAUSE-PA Answer at 3-4.

CAUSE-PA argues, however, that given the critical nature of the changes and the potential harm to economically vulnerable households, additional temporary protections are necessary until the AMP reforms are fully implemented. Specifically, CAUSE-PA recommends that the Commission require the Company to implement the following protections:

> (1) immediately suspend service terminations for any potentially effected accounts until the changes are fully implemented; (2) provide retroactive forgiveness credits for payments made in the amount of 1/24 for each full payment made, regardless of timeliness, between November 11, 2026, and when PAWC fully implements changes to its AMP required by the Commission's Order; and (3) provide quarterly reports at the above-captioned docket detailing the status of implementing AMP changes.

CAUSE-PA Answer at 4.

C. Disposition

Upon review, we find that PAWC has shown good cause that the compliance date for the implementation of the AMP modifications set forth in the *July 2026 Order* should be extended to June 30, 2027. However, considering the volume

of evidence established in the *July 2026 Order* showing that PAWC's rates are not affordable for the customers who qualify for this program and our prior direction that the program modifications be timely implemented to address these concerns – *see July 2026 Order* at 353 – we find that temporary customer protections should be implemented until the required AMP modifications are completed.

Specifically, because of the critical nature of the mandated changes and the potential harm to vulnerable households resulting from the delay in implementing these modifications, we determine that the Company shall undertake the following actions during the period of the extension request:

(1) Suspend any service terminations for any potentially impacted accounts until the changes are fully implemented;

(2) Provide retroactive forgiveness credits that would have been earned had PAWC implemented the changes as required in the *July 2026 Order*, between November 11, 2026, and when PAWC fully implements the changes to the AMP; and

(3) File quarterly reports at the above captioned dockets detailing the status of implementing the AMP changes.

Accordingly, we shall exercise our discretion to grant the Petition to amend the compliance date set forth in Ordering Paragraph No. 24 of the *July 2026 Order* to no later than June 30, 2027, subject to the temporary protections set forth above, all consistent with this Opinion and Order.

III. Conclusion

Based on the forgoing discussion, we shall grant the Petition and amend the *July 2026 Order* to extend the compliance date for the implementation of the

AMP modifications to June 30, 2027, subject to the temporary customer protections discussed above and consistent with this Opinion and Order; **THEREFORE,**

IT IS ORDERED:

1. That the Petition of Pennsylvania-American Water Company for an Extension of Time to Implement Certain Information Technology Changes Related to Its Arrearage Management Program, filed on September 30, 2026, is granted, subject to the temporary customer protections set forth in Ordering Paragraph No. 2, below, consistent with this Opinion and Order.

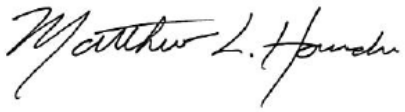
2. That Ordering Paragraph No. 24 of the Commission's Opinion and Order entered on July 27, 2026, is amended to extend the compliance date for the modifications to the Arrearage Management Program to no later than June 30, 2027, subject to the following temporary protections, wherein Pennsylvania-American Water Company shall:

(a) Suspend any service terminations for any potentially impacted accounts until the required Arrearage Management Program modifications are fully implemented;

(b) Provide retroactive forgiveness credits that would have been earned had Pennsylvania-American Water Company implemented the changes as required in the Commission's Opinion and Order entered on July 27, 2026, between November 11, 2026, and when Pennsylvania-American Water Company fully implements the modifications to the Arrearage Management Program; and

(c) File quarterly reports at the above captioned dockets detailing the status of implementing the Arrearage Management Program changes.

BY THE COMMISSION,



Matthew L. Homsher
Secretary

(SEAL)

ORDER ADOPTED: November 5, 2026

ORDER ENTERED: November 5, 2026