

**Application of Pennsylvania-American Water Company for Acquisition of Assets of
The Municipal Authority of the City of McKeesport
66 Pa. C.S. §1329
Application Filing Checklist – Water/Wastewater
Docket No. A-2017-_____**

18. Rates.

- d. Provide a copy of the notification sent to affected customers describing the filing and the proposed rates.

RESPONSE:

- d. See enclosed draft welcome letter and form brochures from Pennsylvania-American Water Company (“PAWC”) to be sent to affected customers. The draft and forms are subject to change. Approximately 4-5 weeks before closing following the Commission’s approval of the acquisition, PAWC will produce and deliver a direct mailer to customers with information about the transition of customers McKeesport WW customers of The Municipal Authority of the City of McKeesport to PAWC, including customer service, billing, and related information. At closing, PAWC will send the welcome letter from President Jeffrey McIntyre and new customer brochures to the new customers.



Dear Customer,

I am pleased to announce that on [DATE], Pennsylvania American Water acquired the wastewater system assets of the Municipal Authority of the City of McKeesport (MACM). We welcome you as a new wastewater customer.

Pennsylvania American Water is the largest water and wastewater utility in the state, providing service to approximately 2.3 million people in more than 400 communities. Our company is a subsidiary of American Water, the largest publicly traded U.S. water and wastewater utility company in the nation. Pennsylvania American Water's network of experts and resources across the Commonwealth ensures that we are able to provide high quality, reliable water and wastewater service to your home or business.

The enclosed welcome booklet provides more information about our company, services and payment options. You can reach our customer service center from 7 a.m. to 7 p.m. Monday through Friday at 1-800-565-7292. For emergencies, we're available 24/7 at the same number. Also, visit our website at www.pennsylvaniaamwater.com for more information.

In the agreement approved by the Pennsylvania Public Utility Commission (PUC), Pennsylvania American Water adopted MACM's existing wastewater rates following the acquisition. Pennsylvania American Water's wastewater tariff on file with the PUC will apply with respect to all other rates, rules and regulations of wastewater service. As a regulated utility, our rates, rules and regulations of service are regulated by the PUC.

Important Notice About Your Bill

McKeesport, Duquesne, Dravosburg and West Mifflin customers will continue monthly billing while Port Vue customers will be billed quarterly and later transitioned to monthly billing. We anticipate that you will receive your first wastewater bill from Pennsylvania American Water in _____.

Consider enrolling in our Auto Pay program and your bill will be paid on time, every time, directly from your checking or savings account. Your bill is paid automatically – No stamps required! Go entirely paperless and sign up for Paperless Billing. To enroll in Auto Pay, please complete the form in the enclosed brochure or you can enroll online through our web self-service portal at www.amwater.com.

We are pleased to welcome you as a new wastewater customer. Pennsylvania American Water has been providing high-quality water and wastewater service to homes and businesses for more than a century, and we are committed to providing you with this same standard of excellence.

Respectfully,

Jeffrey McIntyre, President

**We look forward to being your
new wastewater service provider!**



We look forward to serving you!



**PENNSYLVANIA
AMERICAN WATER**



Auto Pay (electronic funds transfer) Authorization

If you prefer to enroll online, visit www.amwater.com/myh2o (be sure to have your account number handy if you're not enrolled in our web self-service program).

(Please print information below as shown on bill)

Name _____

Billing address (as shown on bill) _____

City _____ State _____ Zip _____

For service to (if different than above) _____

City _____ State _____ Zip _____

Phone Number (_____) _____

Pennsylvania American Water Account Number _____

To participate in Pennsylvania American Water's electronic funds transfer program, called Auto Pay Program, I authorize the company to instruct my financial institution to transfer payments directly from my bank account to pay my bill on the date that my bill is due.

I understand the company will send me a copy of my bill – or make it available online for viewing if I am enrolled in paperless billing – in advance so that I will know the amount that will be deducted from my bank account. I understand the amount due on my bill will be transferred electronically from my bank account on the due date appearing on my bill. I also understand that my bill may contain charges related to service as authorized by the company's currently effective water and/or wastewater tariff, as well as related to other services as I may authorize.

If I receive a combined water and wastewater bill from the company, I acknowledge that to be eligible to participate in the company's Auto Pay Program, I agree to pay the amount due for the combined water and wastewater bill and that partial bill payments will not be accepted.

I acknowledge that handling fees may be applied for insufficient funds or returned checks.

I understand that the information I provide herein will be used solely for the purposes of the automatic payment service and understand that it may take up to 45 days for the automatic funds transfer to begin.

I understand that I may cancel my participation in Auto Pay Program at any time without fees or penalty. If I decide to discontinue my participation, I must notify the company and understand that it may take up to 30 days to process the request.

I authorize the company to instruct my financial institution named below to make my bill payments from the following account on the date the bill is due:

Name of Bank, Savings & Loan, or Credit Union _____

Savings or Checking Account Number _____

Routing Number _____

Account Holder Name (please print): _____

Bank Account Holder's Signature _____ Date _____

Note for commercial accounts: Commercial account requests must be accompanied by a statement from the account holder's bank on bank letterhead indicating that the signature on the form is the approved signature for the commercial account at the bank. This letter must be signed by a bank officer.

Please mail your completed form to:
Pennsylvania American Water, PO Box 578, Alton, IL 62002.
You may also fax this form to 1-618-433-4569 or email it to infopa@amwater.com
Have questions? Contact our customer service center at 1-800-565-7292, M-F, 7 a.m. to 7 p.m.

Learn more online at www.pennsylvaniaamwater.com



Working in partnership with the Scranton Sewer Authority (SSA), Pennsylvania American Water continues to make progress in finalizing the proposed purchase of SSA's wastewater system. Our goal is to ensure that the pending acquisition provides the residents of Scranton and Dunmore with quality wastewater service at a fair and reasonable rate for many years to come.



What is changing? What stays the same?

To help you better understand how the pending transition of operations affects SSA customers, the following information will help address your questions.

What is the status of the proposed acquisition, and when will the transition take place?

Pennsylvania American Water and the Scranton Sewer Authority jointly filed an application with the Pennsylvania Public Utility Commission (PUC) for approval to acquire the SSA system. On October 6, 2016, the PUC voted to approve the wastewater system purchase. Pennsylvania American Water and SSA officials are also working with the Pennsylvania Department of Environmental Protection and U.S. Environmental Protection Agency to secure all the necessary regulatory approvals. We currently expect to close the transaction within the next few weeks, once the regulatory review process is completed.

What changes will occur with residential customers' billing?

Once the transaction is closed, Pennsylvania American Water will begin providing wastewater service and billing to all customers currently served by the Scranton Sewer Authority. Instead of SSA's current bi-monthly billing cycle for residential customers, your wastewater service will be billed on a monthly basis. If you are receiving a water bill from Pennsylvania American Water for service at the same address for which you receive a wastewater bill from SSA, you will begin receiving one combined bill each month that includes charges for both water and wastewater service after the transaction closes.

Will wastewater rates change after the acquisition is completed?

Under the purchase agreement approved by the PUC, there will be no change to your wastewater rates. You will continue to pay SSA's existing service charge and volumetric rates after closing. The only change will be that residential customers will be billed monthly as opposed to SSA's bi-monthly billing cycle.

How can customers make payments, and what options will be available?

You have the option to mail your payment, pay online, or visit one of the pay-in-person locations in the area, which can be found on our website at pennsylvaniaamwater.com. The current SSA office at 312 Adams Street will also accept customer water and wastewater payments Monday through Friday between the hours of 8:30 a.m. and 4:30 p.m.

Pennsylvania American Water also offers its web self-service portal "My H2O Online," which enables customers to check water usage, manage your account and sign up for the Auto Pay Program to have your monthly bill automatically deducted from your checking or savings account. You can also register for paperless billing to receive your bills electronically: Visit www.amwater.com/myh2o for details.



When will I receive my final wastewater bill from SSA, and when will my first combined water/wastewater bill arrive from Pennsylvania American Water?

Your final bill from SSA is tentatively scheduled to arrive by the end of December. Your first combined monthly bill from Pennsylvania American Water is expected to arrive in January. Any balance remaining on your SSA account will be carried over to your wastewater account with Pennsylvania American Water, after the transaction closes. Again, residential customers will be billed monthly by Pennsylvania American Water as opposed to SSA's bi-monthly billing cycle.

Where should customers call for questions about sewer service, billing, etc.?

Until the transaction is final, questions about wastewater issues should continue to be directed to SSA customer service representatives at 570-348-5332. The SSA number for wastewater emergencies is 570-348-5337.

Once the acquisition is completed, please contact Pennsylvania American Water's customer service center at 800-565-7292 on Monday through Friday between 7 a.m. to 7 p.m. for water and wastewater service and billing issues. We are also available 24/7 for water or wastewater emergencies at the same number.

How will I know when the transaction is final and Pennsylvania American Water takes over the wastewater system operations, billing, etc.?

After the transaction closes, you will receive a letter and welcome packet from Pennsylvania American Water with additional information. You can also check our website for updates at www.pennsylvaniaamwater.com.

Enrolled in our Auto Pay program?

Please read.

If you currently pay your monthly water bill through Pennsylvania American Water's Auto Pay program, **we will need your written authorization to start automatically withdrawing your combined water and wastewater payment** from your bank account after the transaction closes. (At this time, we are authorized to deduct only your water bill from your account.)

It's easy to stay enrolled in the Auto Pay Program and avoid being deactivated. Please fill out the authorization form on our web self-service portal at www.amwater.com/myh2o, or you can fill out and return the enclosed form.

Our Commitment to the Community

We look forward to completing the transition and welcoming the current SSA employees to the Pennsylvania American Water team. We not only bring industry-leading expertise as the Commonwealth's largest water and wastewater utility company, but we also offer extensive local knowledge from years of experience providing water service to the Scranton and Dunmore communities. **Pennsylvania American Water employees are excited about the opportunity to successfully operate a system of this size and scope, and we share the Scranton Sewer Authority's values and commitment to customers, the local community and the environment.**

Be sure to check our website for updates and additional information at pennsylvaniaamwater.com.



ABOUT PENNSYLVANIA AMERICAN WATER

A MESSAGE FROM OUR PRESIDENT

Sign up for paperless billing. IT'S FREE, CLEAN AND GREEN!



Save time. Cut clutter.

Sign up for Paperless Billing, and you'll never have to sort and file a paper bill again. We'll notify you by e-mail when your bill is available to view online. It's simple, secure, and—best of all—free!



Save money too.

Tired of buying stamps and writing checks? You can enroll in our Auto Pay Program at the same time. It's the free and easy way to make sure your bill gets paid on time, every time.



Save a tree. Or two: Sign up today at My Account.

If you're not yet registered for My Account, just visit www.pennsylvaniaamwater.com/myaccount. Be sure to have your account number handy.



Providing high-quality water service and environmental excellence

Pennsylvania American Water monitors water quality every step of the way, from the source, through the treatment process and along the thousands of miles of pipeline in our distribution system. In fact, every year, we perform millions of water quality tests at our facilities. Water samples are tested and analyzed at American Water's national laboratory and Pennsylvania American Water's accredited laboratories—staffed by water-quality specialists and analysts/operators who are specially trained in quality assurance. Pennsylvania American Water does all of this so that you can feel confident that your water service is of the highest quality and that it complies with state and federal drinking water standards.

We take water quality so seriously that most of our water treatment plants have been nationally recognized with Directors Awards for participating in the Environmental Protection Agency's (EPA) Partnership for Safe Water program. This prestigious award recognizes voluntary efforts to raise drinking water quality above regulatory standards. For a complete listing, visit us on line at www.pennsylvaniaamwater.com and select Water Quality.

A hand of support for those in need

It's easy to take water for granted. At Pennsylvania American Water, we don't, because we understand the value of providing high-quality water and wastewater service and what it means to our customers on a daily basis. Unfortunately, some individuals and families in Pennsylvania are at risk of losing service, because they can't pay their water and/or wastewater bills. For disadvantaged customers who need assistance, Pennsylvania American Water's H2O Help to Others Program™ can help.

The program offers three main services:

- Assistance grants of up to \$500
- Discount on the monthly service fee
- Water-saving devices for the home and information on how to use water wisely

To apply or for more information on qualification requirements, contact Pennsylvania American Water's program administrator, the Dollar Energy Fund, toll-free, at 1-888-282-6816. If you wish to contribute to the program, simply follow the instructions on your water bill for adding a donation.

Partnering with our communities

Pennsylvania American Water plays an active role in its communities by supporting environmental and educational initiatives related to water. Our involvement ranges from watershed clean-up efforts to educational programs focused on drinking water and source water protection. Our community programs include:

- Environmental Grant Program
- Protect Our Watersheds Art Contest
- Stream of Learning Scholarship Program
- Firefighting Support Grant
- Speakers Bureau

WELCOME TO PENNSYLVANIA AMERICAN WATER.

We deliver quality, care and value in every drop.



Welcome. We are pleased to be your new water and/or wastewater service provider.



800 West Hersheybank Drive
Hershey, PA 17033

AMERICAN WATER
PENNSYLVANIA



We are committed to meeting our customers' water and wastewater needs. This brochure will answer questions you may have about our company and the services we provide.

It is my privilege to welcome you as a customer of Pennsylvania American Water, and I thank you for taking a few minutes to learn more about our company, our services and our mission. We are proud to provide quality water and/or wastewater service to approximately 2.3 million Pennsylvanians. In fact, Pennsylvania American Water is the largest water service provider in the Keystone State.

Pennsylvania American Water employs approximately 1,000 skilled professionals, ranging from water quality specialists and plant operators to distribution and field service personnel. All employees share one common goal: to provide safe, reliable water and wastewater service around the clock.

Through our state-accredited laboratories in Pennsylvania and at our national laboratory, we continually conduct water quality tests. Each year, we provide a water quality report to our customers with results that show that our water meets and often surpasses federal and state

drinking water standards. We also regularly upgrade our systems and invest millions each year in infrastructure improvements to enhance the quality of services we provide, as well as support job creation and economic development in the communities we serve.

We are committed to meeting our customers' water and wastewater needs. This brochure will answer questions you may have about our company and the services we provide. You will find useful information on how to read your bill and what optional payment services we offer.

If you still have questions about Pennsylvania American Water or any of our services, our customer service professionals are happy to help you. Please don't hesitate to call.

Sincerely,

Jeffrey L. McIntyre
President

Water service is an exceptional value

Water is a life essential resource—you need it every day for almost everything you do. Pennsylvania American Water takes its responsibility to provide reliable water service very seriously, and that's why we are continually looking for ways to improve the service we deliver. Water and wastewater service is a great value when you consider all that is involved in providing these services.



Visit us online at www.pennsylvaniaamwater.com

LIKE US www.amwater.com/facebook/ga FOLLOW US twitter.com/paamwater WATCH US youtube.com/paamwater FOLLOW US [paaamwater](https://paaamwater.com)

Have questions about our service or billing? Call us.

1-800-565-7292

HOURS: Monday-Friday, 7 a.m. to 7 p.m.
FOR EMERGENCIES, We're available 24/7

Once you receive your account number with your first bill, you can also manage your account online by visiting myaccount at www.amwater.com/myaccount. You can pay and view your bill, sign up for our Auto Pay or Paperless Billing programs, schedule appointments to turn your water service on or off and view your water usage history. Learn more at pennsylvaniaamwater.com.



SERVICE ARRANGEMENTS

We work hard to make it easy for you to manage your Pennsylvania American Water service, whether you're moving into a new home, having your meter read or arranging for special service.



Meter reading - Accurate meter readings are an essential part of our service and help to ensure that you are being billed correctly. Meter readings are also used to detect possible leaks. Estimated reads are performed when necessary, such as in cases of severe weather.

Please help us provide you with timely meter readings. If you have an indoor meter, arrange for someone to allow our service person to access the property. If the meter is outside, please keep walkways cleared and outdoor pets away from the device. For customers who have outside meters in underground pits, access to the pit should only be granted to Pennsylvania American Water personnel.

Beginning service - For properties receiving water service for the first time, a service employee will be sent to turn on the water. For properties with previous service, a service person must obtain a meter reading for billing to begin.

Ending service - Please inform us at least three days in advance of the date when service is to be stopped, so that we can arrange for a final meter reading and obtain your new billing address. Also, please refer the new customer to Pennsylvania American Water to help them start the process of opening an account. Residential customers can schedule an appointment to have their water service shut off online at armwater.com/myaccount.



Protect yourself from utility imposters

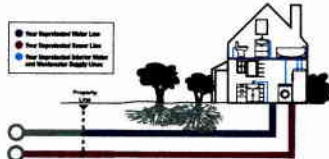
- Ask for company photo ID
- Look for the logo on uniforms and vehicles
- Never give cash - our employees never collect credit card information or cash in the field
- If you're still unsure, call 9-1-1
- Learn more at pennsylvaniaamwater.com

Water Line, Sewer Line and In-Home Plumbing Protection Programs

You might not realize it, but as a homeowner, you own the service lines that run through your property*. Normal wear and tear, temperature variations and overgrown tree roots can cause sudden leaks or breaks in your water line or damaging clogs and blockages in your sewer line. Sooner or later, most homes experience a plumbing emergency, such as a burst pipe, an overflowing toilet or a clogged drain. When any of these situations happen, you're responsible for the repairs, which can cost you hundreds, even thousands of dollars to repair. Worst of all, most homeowners' insurance policies do not cover these types of repairs.

For a nominal fee, service line protection programs can help you avoid unexpected costly repairs. Made available to you through American Water Resources, LLC, an affiliate of Pennsylvania American Water, these programs can offer the peace of mind that comes with knowing that you are covered from repair costs and the hassle of finding qualified contractors. For more information on Water Line, Sewer Line or In-Home Plumbing Protection Programs, call 1-855-705-6434 or visit AWRUSA.com.

*Typical water line responsibility extends from the property line to your home and typical sewer line responsibility extends from the sewer main to your home. Your responsibilities may vary; please contact your local government office or services to determine your service line responsibility. If you live in a dwelling in a condo, please contact your local homeowners association to determine your responsibilities.



BILLING MADE EASY

Your bill is designed to provide the information you need to know about your account. The information below is provided to help you understand the charges on your water bill. To learn more about your current rates, visit pennsylvaniaamwater.com. Under the Customer Service menu, select "Your Water Rates."

1 CUSTOMER ACCOUNT INFORMATION

- **Account Number:** When calling our call center, it's helpful to have your account number handy.
- **Total Due and Due Date:** Includes current and any past due amounts, and when your bill is due.
- **If Paid After Due Date:** Be sure to pay by the due date to avoid late payment charges. Any portion of the water and wastewater charges not paid by the due date is subject to a 1.50% penalty.

2 BILLING PERIOD AND METER READINGS

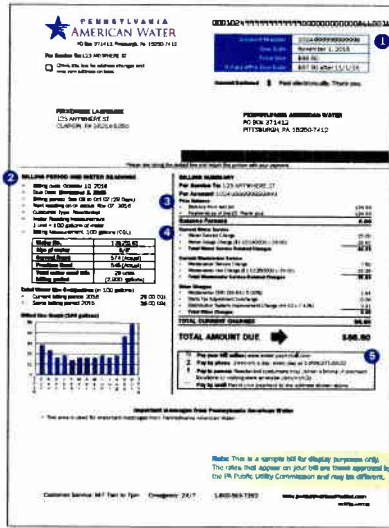
- **Billing Date:** Date the bill was mailed.
- **Billing Period:** Period in which the water was used and is being billed for.
- **Next reading on/about:** Estimate of when the next meter reading will take place.
- **Customer Type:** How the property being served is classified (i.e., residential, commercial, industrial).
- **Meter Reading /Billing Measurement:** How your meter is read, and how you are billed. Some customers' meters are read in cubic feet or 1,000 gallons. We bill all customers in 100 gallon increments to make it easier to understand.
- **Meter Chart:** Meter identification number and size, as well as the meter reading for the current and previous billing period. We also specify if the reading was an actual read or if it was estimated.
- **Total Water Used and Water Usage Graph:** Amount of water used during the billing period, compared to the same billing period the previous year. In time, the graph will show water usage over the last 12 months.

3 PAST DUE AMOUNT (if applicable)

- **Prior Balance:** This should be paid immediately.

4 CURRENT CHARGES

- **Current Water Service Charges**
 - **Water Service Charge:** Based on the size of the water meter, this fixed charge represents operating and capital costs related to meters and services, meter reading, billing and collections.
 - **Water Usage Charge:** This is based on the amount of water used during the billing period. It represents the cost related to operating and maintaining source of supply, pumping, treatment, transmission and distribution facilities, as well as the capital costs associated with these facilities.
- **Current Wastewater Services (if applicable)**
 - **If we own the wastewater system:** The fixed **Wastewater Service Charge** represents costs related to providing and maintaining the sewer service to the property. The **Wastewater Use Charge** is based on your water consumption as indicated by your water meter reading. These charges may vary based on the district.



Other Charges

- **Distribution System Improvement Charge (DSIC):** This charge helps to fund the replacement of aging water distribution system facilities, such as water mains, valves and fire hydrants. Accelerating needed infrastructure improvements benefits customers through enhanced service reliability, water quality and fire protection. The DSIC is approved by the PUC and updated every three months based on work completed. It will not exceed 7.5 percent of the water service charge.
- **Wastewater DSIC:** This charge funds the replacement of aging wastewater collection system facilities. This too must be preapproved by the PUC. The charge is adjusted quarterly, and will not exceed 5 percent of the wastewater bill.
- **State Tax Adjustment Surcharge:** This PUC-approved surcharge is a pass-through fee that allows the company to recover costs associated with state tax assessments.
- This section also includes charges for optional services, including contributions to the H2O Help to Others program, as well as the service line and in-home plumbing protection programs.

5 PAYMENT OPTIONS

List of convenient payment options available to pay your bill. This box will appear only when space allows.

PAYMENT MADE EASY

Pay by Mail

Mail your check to the address provided on your bill. Include the pre-addressed payment stub, write your account number and address on your check or money order, and use the envelope provided. Please do not send paper clips, staples or cash.

Pay Automatically - No Stamps Required

Save on postage by enrolling in our recurring Auto Pay Program, and your bill will be paid automatically on time, every time directly from your checking or savings account on the date it is due. No stamps required. No checks to write. Customers can sign up for this program online at www.armwater.com/myaccount. Or, you can complete the form on the right and mail or fax it to the address provided.

Pay Online or by Phone

Pay your bill online with an e-check, credit card or debit card at www.armwater/billpay or by calling 1-855-748-6066. Be sure to have your account number handy. NOTE: Our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. There is no charge to pay by e-check through My Account at armwater.com/myaccount.

Pay in Person

Pennsylvania American Water has agreements with businesses across the state where you can pay your bill in person. For a listing of authorized payment locations, visit pennsylvaniaamwater.com. Under Customer Service, select "Billing & Payment Information."

Pay Through a Third Party

If someone handles paying your bills, such as a relative, trustee or social service organization, we can send a copy of your bill, as well as any reminder, past-due and shut-off notices, to that third party. Call the customer service center phone number provided on the bottom of your bill to arrange for this service.

How should we reach you in an emergency?

Pennsylvania American Water uses a high-speed mass notification system called "CodeRED" to keep customers informed about water-related emergencies and notifications. Once you receive your account number on your first bill, log on to our Web self-service portal, **My Account** (www.armwater.com/myaccount) to make sure your contact information is up to date. While you're there, tell us how you prefer to receive your alerts and notifications: phone, text and/or email.

* Standard text, data and phone rates may apply.



Rights and responsibilities

High-quality, reliable water service is more than a goal of ours—it is your right as a customer. Learn more about your rights and responsibilities in a free booklet called "Rights & Responsibilities as a Water Utility Customer." Information provided includes:

- How to recognize that your bill is too high
- When you might have to pay a security deposit
- Paying for water service after moving
- When your bill is estimated
- How to read your water meter
- What to do if you can't pay your bill
- When your service can be shut off
- Penalties for late payment

To obtain a free copy of this booklet, visit us online at www.pennsylvaniaamwater.com. Under the Customer Service menu, select "Rights & Responsibilities." Customers can also call a Customer Service Center at 1-800-565-7292.

AUTO PAY (electronic funds transfer) AUTHORIZATION

If you prefer to enroll online, visit www.armwater.com/myaccount (be sure to have your account number handy if you're not enrolled in our web self-service program).

(Please print information below as shown on bill)

Name _____
 Billing Address (as shown on bill) _____
 City _____ State _____ Zip _____
 For service to (if different than above) _____
 City _____ State _____ Zip _____
 Phone Number (_____) _____
 Pennsylvania American Water Account Number _____

To participate in Pennsylvania American Water's electronic funds transfer program, called Auto Pay Program, I authorize the company to instruct my financial institution to transfer payments directly from my bank account to pay my bill on the date that my bill is due.

I understand the company will send me a copy of my bill - or make it available online for viewing if I am enrolled in paperless billing - in advance so that I will know the amount that will be deducted from my bank account. I understand the amount due on my bill will be transferred electronically from my bank account on the due date appearing on my bill. I also understand that my bill may contain charges related to service as authorized by the company's currently effective water and/or wastewater tariff, as well as related to other services as I may authorize.

If I receive a combined water and wastewater bill from the company, I acknowledge that to be eligible to participate in the company's Auto Pay Program, I agree to pay the amount due for the combined water and wastewater bill and that partial bill payments will not be accepted.

I acknowledge that handling fees may be applied for insufficient funds or returned checks.

I understand that the information I provide herein will be used solely for the purposes of the automatic payment service and understand that it may take up to 45 days for the automatic funds transfer to begin.

I understand that I may cancel my participation in Auto Pay Program at any time without fees or penalty. If I decide to discontinue my participation, I must notify the company and understand that it may take up to 30 days to process the request.

I authorize the company to instruct my financial institution named below to make my bill payments from the following account on the date the bill is due:

Name of Bank, Savings & Loan, or Credit Union _____
 Savings or Checking Account Number _____
 Routing Number (if checking account) _____
 Account Holder Name (please print) _____
 Bank Account Holder's Signature _____
 Date _____

Note for commercial accounts: Commercial account requests must be accompanied by a statement from the account holder's bank on bank letterhead indicating that the signature on the form is the approved signature for the commercial account at the bank. This letter must be signed by a bank officer.

Please mail your completed form to:

Pennsylvania American Water, P.O. Box 578, Altoon, IL 62002
 You may also fax this form to 1-618-433-4569 or email it to Info@aawwater.com.

Have questions? Contact our customer service center at 1-800-565-7292, M-F, 7 a.m. to 7 p.m.

