



Susan Simms Marsh

Deputy General Counsel

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VIA E-Mail

June 15, 2020

Rosemary Chiavetta, Secretary
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120

Re: COVID-19 Customer Service, Billing, and Public Outreach Provisions
Request for Utility Information
Docket No. M-2020-3020055

Dear Secretary Chiavetta:

On behalf of Pennsylvania-American Water Company, I am filing the enclosed responses to the Secretarial Letter dated May 29, 2020, at the above-referenced docket number, directing utilities to provide information on I.) COVID-19 Utility Consumer Service and Billing Policies and Procedures and II.) Consumer Education and Outreach.

If you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Susan Simms Marsh".

Susan Simms Marsh

Enclosure

cc: S. Dewey, Bureau of Consumer Services w/Enc. (**VIA** E-Mail)
T. Charles, Director of Communications w/Enc. (**VIA** E-Mail)