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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)

**COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**Pennsylvania-American Water Company's Responses to
Secretarial Letter Dated May 29, 2020**

**COVID-19 Customer Service, Billing, and Public Outreach Provisions
Docket No. M-2020-3020055**

I. COVID-19 Utility Consumer Service and Billing Policies and Procedures

Describe and report efforts to support customers through initiatives in customer service and billing policies and procedures in response to the COVID-19 pandemic and the ensuing recovery period. Explain how these initiatives differ from normal operations.

RESPONSE: Given the importance of personal hygiene in preventing the spread of COVID-19, Pennsylvania-American Water Company on March 12, 2020, suspended billing-related service shutoffs. The Company has turned water service back on for customers who were previously shutoff for non-payment. This includes customers whose water service was turned off for non-payment of wastewater service, even if Pennsylvania-American Water Company is not the wastewater service provider. The Company is continuing with the suspension of all billing-related service shutoffs, providing water service for customers who previously had water turned off due to nonpayment, continuing to suspend late fees and working with customers on payment arrangements if they are experiencing financial hardship. Throughout the month of June, all residential customers will receive fliers in their monthly bills regarding the Company's H2O Help to Others low income customer assistance program.

In addition, with much of the United States now staying at home, water use could increase. Pennsylvania-American Water Company is educating customers via social media and through other digital and traditional communications on wise water use and conservation both inside and outside the home. During the month of May, customers received a "Save water, save money" brochure with their Pennsylvania-American Water Company bill that outlines a number of steps families can take to reduce home water use and encourages customers to utilize an Online Water Calculator from the Alliance for Water Efficiency (of which American Water is a member) for specific tips on saving water and energy.

Pennsylvania-American Water Company continues to remind customers online, through job site and vehicle signage, social media and updated press releases that for their safety and the safety of our employees that they follow social distancing recommendations issued by the Centers for Disease Control and Prevention, and ask customers not to approach our employees when they are seen working in the field.

Termination of Utility Service:

After the Commission’s Emergency Order on Terminations at Docket No. M-2020-3019244 ends, how soon does the utility plan to begin termination of service for nonpayment?

RESPONSE: After the Commission’s Emergency Order on Termination is lifted, Pennsylvania-American Water Company will determine the timeline it will use to begin the collections process and issue termination notices. Once the timeline is determined, the Company plans to enter customers into the collections process based upon the customer’s reading and billing schedule. Customer communication during the moratorium and leading up to service disconnections is an essential component of Pennsylvania-American Water Company’s plan. Note: Depending on the date the Commission’s Emergency Order on Termination is lifted, the commencement of the collection process and termination of service for nonpayment may be impacted by pending winter moratorium.

How does the utility plan to implement terminations and will it start the process with new termination notices?

RESPONSE: Pennsylvania-American Water Company will implement the termination process beginning with the customers reading and billing schedule. In accordance with Chapter 14 and Chapter 56, the Company residential customers will receive 10-day termination notice and 72-hour notices prior to termination.

Broken out by customer class, how many customer accounts may be subject to termination if the Commission’s Emergency Order prohibiting terminations is rescinded and how does this number compare to the same time period in 2019?

RESPONSE:

2019

Strategy	Collection Step	LDSN - Disconnection Notice
LS - Special Collections	05/2019	215
NP - Non Residential	05/2019	1
PN - Non Residential	05/2019	1,405
PR - Residential	05/2019	30,599

2020

Strategy	Collection Step	LDSN - Disconnection Notice
LS - Special Collections	05/2020	205
PN - Non Residential	05/2020	2,082
PR - Residential	05/2020	37,150

Provide these figures for all utility confirmed low-income customers, including Lifeline and Customer Assistance Program (CAP) customers.

RESPONSE: There are 4,254 potential low-income customers who may be eligible for termination.

Provide future projections if available.

RESPONSE: Future projections are not available.

Is the utility currently assessing a “reconnection fee” to restore service?

RESPONSE: Currently, Pennsylvania-American Water Company is not assessing a “reconnection fee” to restore service.

If yes, how is the fee billed and/or collected?

RESPONSE: Response is not required.

Will this fee apply to customers reconnected under the Commission’s Emergency Order that wish to pay any arrearage and stay connected?

RESPONSE: Response is not required.

Universal Service Programs:

Is the utility currently removing customers from CAP for non-payment or failure to recertify?

RESPONSE: Universal Service Programs are not applicable to Pennsylvania-American Water Company. Pennsylvania-American Water Company does not remove customers from its H2O Help to Others Program for non-payment. Additionally, there is no recertification process for the H2O Help to Others Program.

What are the utility’s current Hardship Fund payment requirements to qualify low-income customers for grants (e.g., waiving payment history “good faith payment”, or CAP participation criteria) and have these requirements been revised due to the pandemic?

RESPONSE: Hardship Fund programs are not applicable to Pennsylvania-American Water Company.

Other Assistance Initiatives:

Describe any policies/procedures the utility has updated to assist customers impacted by the pandemic that go beyond provisions in PUC policies or regulations.

RESPONSE: Pennsylvania-American Water Company suspended late fees and reconnection fees. Additionally, the Company is working with customers on payment arrangements if they are experiencing financial hardship. Additionally, the Company has conducted additional outreach to its customers as well to discuss the H2O Help to Others Programs available to them. The program includes an 85% discount on the monthly service fee for water service and a 20% discount on monthly wastewater charges. Additionally, the Pennsylvania-American Water Company's H2O Help to Others Program includes a water service assistance that includes grants up to \$500 per year to be used towards household's water bill. The program also includes wastewater assistance that includes grants up to \$500 per year to be used towards household's wastewater bill.

Describe any proposed or anticipated changes in programs/practices/policies to assist customers impacted by the pandemic after the Governor's Emergency Proclamation and the PUC Emergency Order on Terminations expire or are lifted.

RESPONSE: At this time, Pennsylvania-American Water Company will continue to review, monitor and assess conditions and determine if additional changes to programs, practices, and policies are required, in consultation with the Commission.

Responses to the COVID-19 Utility Consumer Service and Billing Policies and Procedures are also being submitted to Sarah Dewey, sdewey@pa.gov in the Commission's Bureau of Consumer Services (BCS).

II. Consumer Education and Outreach

The Commission is specifically interested in how utilities are informing customers of their rights and responsibilities as ratepayers during the COVID-19 pandemic and in determining whether any gaps exist in consumer education and outreach efforts. The Commission directs all jurisdictional electric, natural gas, water, wastewater, and telecommunications utilities to submit the following information, if applicable, regarding consumer education and outreach strategies related to the COVID-19 pandemic and the ensuing recovery period.

Descriptions and/or examples of how the utilities are educating their customers about their rights and responsibilities, assistance programs, energy efficiency and conservation, and/or COVID-19 recovery.

RESPONSE: Please see Attachment 1.

Efforts to reach all utility consumers with information about income-qualified programs and resources and about non-income-qualified educational services, tools and resources.

RESPONSE: Please see Attachment 1.

Methods that utilities are using to make their customers aware of important proceedings that may include telephonic public input hearings and allowing consumers to be able to make their voices heard.

RESPONSE: The Company will inform its customers of telephonic public input hearings by using social media and Company website, news releases and advertising in general readership section of local newspapers.

Description of utility outreach methods that could be used to inform eligible Pennsylvanians about changes related to COVID-19 in the Lifeline Program for Telephone and Broadband Internet Service.

RESPONSE: Lifeline Program is not applicable to Pennsylvania-American Water Company.

Responses to the Consumer Education and Outreach are also being submitted to Tom Charles, thcharles@pa.gov, in the Commission's Office of Communications.

**PENNSYLVANIA-AMERICAN WATER COMPANY
CONSUMER EDUCATION AND OUTREACH
ATTACHMENT 1**

**Pennsylvania-American Water Company Consumer Education and Outreach
Related to the COVID-19 Pandemic**

At the onset of the pandemic in the region, Pennsylvania-American Water Company quickly implemented a robust customer communications program to keep customers informed of the company's coronavirus preparedness plans and any changes to the company's practices and activities in response to the pandemic. Most importantly, the company focused on the health and safety of customers, communities and employees and assured customers that water treatment processes are effective in removing and/or inactivating viruses, and drinking water is not affected by COVID-19.

Website

Pennsylvania-American Water Company maintains its COVID-19 response information to customers on a [dedicated COVID-19 Response page](#) on its website, which is easily identifiable on and accessible from the company's website homepage. Please refer to **Attachment_1.1_Website_PAW_COVID-19** for a printout of the current information provided on this page.

News Releases and Media Outreach

On March 12, the company issued a press release statewide announcing that, in an effort to keep customers safe during the pandemic, it was suspending non-payment service shutoffs and restoring service to all customers, regardless of ability to pay. On March 19, the company issued a second statewide press release reiterating this announcement and providing additional details about the company's response, including changes to certain business activities in accordance with CDC guidelines on COVID-19 mitigation. The company has also issued news releases and generated media stories urging customers to not flush wipes and other materials that can clog sewer lines, providing guidance for building owners and operators to flushing their plumbing after long periods of no water use, and announcing a number of COVID-19 relief donations from the company and the American Water Charitable Foundation to charities across Pennsylvania. These press releases are provided in **Attachment_1.2_Media_PAW_COVID-19**.

Customer Email Campaigns

Pennsylvania-American Water Company has developed and disseminated a series of four statewide customer email campaigns to date, which are outlined below with their respective subject lines, dates and open and click through rates. In each of these emails, the company provides information on its H2O Help to Others customer assistance program to encourage customer to seek bill assistance if they need it. Please see **Attachment_1.3_Emails_PAW_COVID-19** for copies of these customer emails.

- Email #1: "Pennsylvania American Water response to COVID-19" – 3/20/20
 - 379,318 deliveries; 172,996 opened (45.61%); 3,152 clicks (1.82%)

- Email #2: “Pennsylvania American Water update to our response to COVID-19” – 4/2/20
 - 379,771 deliveries; 182,950 opened (48.17%); 4,936 clicks (2.7%)
- Email #3: “COVID-19 Response Update: How we’re helping our communities” – 4/17/20
 - 380,204 deliveries; 139,845 opened (36.7%); 3,572 clicks (2.55%)
- Email #4: “Keeping service and life flowing (in a socially distant way)” – 5/8/20
 - 379,542 deliveries; 122,447 opened (32.26%); 1,978 clicks (1.62%)

Bill Images and Bill Inserts

To reach customers that do not have or regularly check email, the company included a series of COVID-19 updates, H2O Help to Others program information, and household conservation tips in customers’ in April and May bills. The company ran a special COVID-19 response bill insert from mid-April to mid-May to provide an update to customers on the company’s response plan, details of how we’re assisting customers during this time, and a reminder to not flush wipes even if they’re labeled “flushable.” Through the month of April, the company placed an image on customers’ bills highlighting where to find the company’s latest COVID-19 updates. Through the month of May, the company featured an image on customers’ bills about financial assistance available through the H2O Help to Others program and enclosed a flyer with household water conservation tips. Throughout the month of June, the company is enclosing a “Helping customers in need” bill insert to again remind customers of financial assistance available through its H2O Help to Others program. These bill images and inserts can be found in **Attachment_1.4_Bills_PAW_COVID-19**.

Video Campaigns

Soon after the pandemic began, Pennsylvania-American Water Company worked quickly to develop a series of 15-second and 30-second videos to inform customers that even during this public health emergency, we continue to work around the clock to provide essential water and wastewater service, we’re providing assistance to customers in need, and we’re proud of and thankful for our employees who have stepped up to meet new challenges during this unprecedented time. These videos can be viewed at the following links:

- Helping Customers in Need During this Public Health Emergency - https://youtu.be/RSussz_1zl4
- We're Hard at Work During this Public Health Emergency - <https://youtu.be/uEd9DgU8ls0>
- Thanking our Employees Who Keep Life Flowing - <https://youtu.be/K8depAFhqi8>
- Recognizing our Employees During this Public Health Emergency - <https://youtu.be/hRkzD1vUYPo>

These four videos, along with a fifth video on [Things that should Never go Down your Drain](#), are part of a Pennsylvania-American Water Company paid customer education video campaign running for six weeks (May 11 – June 29) on broadcast and cable TV markets in the company’s service territory. The company is simultaneously promoting these videos on the digital platforms YouTube, Hulu and Facebook, targeting zip codes served by Pennsylvania-American Water

Company, and plans to run these videos digitally for as long as the messages remain timely and relevant to customers.

Social Media

Throughout the pandemic, Pennsylvania-American Water Company has enhanced its already robust social media program to continue engaging and informing customers on important issues on its [Facebook](#), [Twitter](#) and [Instagram](#) social media platforms. Since March 12, the company has created and shared 175 Facebook posts, 94 tweets and 88 Instagram posts. These posts have generated more than 120,000 page content clicks and 34,000 engagements (reactions, shares and comments) on Facebook alone. These posts have included company COVID-19 response updates, discontinuing service shutoffs and late fees, customer assistance available, warning against utility scams, employee recognition and appreciation, water saving tips, and more. The company's external affairs team also developed a #WondersofWater social media series consisting of daily water-themed educational activities, crafts, experiments, videos and lessons geared toward school-aged students stuck at home. Pennsylvania-American Water Company will continue to utilize these platforms on a daily basis to engage and inform customers. A social media overview report and examples of posts can be found in **Attachment_1.5_SocialMedia_PAW_COVID-19**.

Presentations and Webinars

On March 21, a Pennsylvania-American Water Company representative presented information on the various ways the company is assisting customers through this pandemic during a virtual town hall meeting on "PA Public Utilities During and After COVID-19" hosted by the Pittsburgh Black Elected Officials Coalition. Because American Water is currently prohibiting company participation in external events, and likely will continue this prohibition for months after Pennsylvania counties move to the "green phase" of the Governor's Process to Reopen Pennsylvania, Pennsylvania-American Water Company will continue to look for creative ways to engage, educate and inform customers virtually on the topics of assistance programs, payment arrangement options, water conservation and more.

Attachment_1.1_Website_PAW_COVID-19



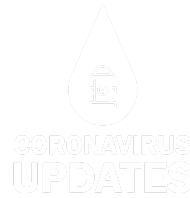
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Water Quality
(<https://amwater.com/paaw/water-quality>)

Water Information
(<https://amwater.com/paaw/water-information>)

About Us
(<https://amwater.com/us>)



At Pennsylvania American Water, we remain steadfast in our commitment to keeping you informed as we work to deliver clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency. To access the latest American Water COVID-19 updates [click here](#).

< **Customer Service & Billing** (<https://amwater.com/paaw/customer-service-billing>)

[Billing & Payment Info](https://amwater.com/paaw/customer-service-billing/billing-payment-info) (<https://amwater.com/paaw/customer-service-billing/billing-payment-info>)

[For New Customers](https://amwater.com/paaw/customer-service-billing/for-new-customers) (<https://amwater.com/paaw/customer-service-billing/for-new-customers>)

[Your Water and Wastewater Rates](https://amwater.com/paaw/customer-service-billing/your-water-and-wastewater-rates) (<https://amwater.com/paaw/customer-service-billing/your-water-and-wastewater-rates>)

[Rights & Responsibilities](https://amwater.com/paaw/customer-service-billing/rights-responsibilities) (<https://amwater.com/paaw/customer-service-billing/rights-responsibilities>)

[Turn Service On/Off](https://amwater.com/paaw/customer-service-billing/turn-service-on-off) (<https://amwater.com/paaw/customer-service-billing/turn-service-on-off>)

[Low Income Program](https://amwater.com/paaw/customer-service-billing/low-income-program) (<https://amwater.com/paaw/customer-service-billing/low-income-program>)

[W9 Tax Form](https://dnnh3qht4.blob.core.windows.net/portals/0/W9/Pennsylvania%20W-9%20Tax%20Form.pdf?cr-h&ci-DNMEFileManagerPolicy&ci-6alllowTjHD14ibWWalIAHRt35fDyvtm8twiTEac2CE4%3D) (<https://dnnh3qht4.blob.core.windows.net/portals/0/W9/Pennsylvania%20W-9%20Tax%20Form.pdf?cr-h&ci-DNMEFileManagerPolicy&ci-6alllowTjHD14ibWWalIAHRt35fDyvtm8twiTEac2CE4%3D>)



AMERICAN WATER RESPONSE TO COVID-19 UPDATE



AN UPDATE TO OUR RESPONSE ABOUT COVID-19

At Pennsylvania American Water, we remain committed to keeping you informed as we continue our work to deliver clean, safe and reliable water and/or wastewater services to you during the COVID-19 public health emergency.

WE HAVE A PLAN

Pennsylvania American Water has activated our business continuity plan to strengthen our ability to continue to provide reliable, high-quality service to our customers. We continue delivering drinking water service that meets water quality standards, providing wastewater services and protecting our employees and customers during this public health emergency. We are confident that our preparedness efforts and the extraordinary efforts of our employees will enable us to successfully continue operations.

The current health emergency is a rapidly developing and changing situation. We are working to provide our customers and communities with water and wastewater services during this time, all while protecting the health and safety of our employees. Many of our employees are working double duty, not only taking care of you, our customers, but their own families as well. They are dedicated and know the essential service that they provide plays a critical role, given the importance of personal hygiene in preventing the spread of the coronavirus.

WE KEEP SERVICE FLOWING

You may see Pennsylvania American Water employees and contractors performing needed tasks to keep our operations running, ensure service reliability, and prevent operational emergencies. We provide an essential service and continue to advance utility construction projects that are critical for the provision of safe, reliable water and wastewater service in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we are able to continue to provide water and wastewater services.

Below are the actions we have taken to continue to help our customers and communities through this crisis:

KEEPING THE WATER ON – Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that your water service may be temporarily interrupted for planned and unplanned work that may be performed in your area.

TURNED WATER SERVICE BACK ON – For customers who were previously shutoff for non-payment, we've reinstated water service. This includes customers whose water service was turned off for non-payment of sewer service, even if Pennsylvania American Water is not the sewer service provider, unless those customers had already been final billed by their sewer service provider.

SUSPENDED LATE FEES – We have suspended late fees until further notice. If you're experiencing a financial hardship, please call us at 1-800-565-7292 to discuss your eligibility to enter into a payment arrangement. We also offer financial assistance through our **H2O Help to Others Program™** (<https://amwater.com/paaw/customer-service-billing/low-income-program>) through grants, bill discounts and water-saving devices and education.

IMPLEMENTED SOCIAL DISTANCING – As mentioned above, you may see our employees and crews performing work. **For your safety and the safety of our employees, we ask that you do not approach our employees.** If you have a question, visit our website or call us at 1-800-565-7292 to discuss. We request that you follow social distancing recommendations issued by the **Centers for Disease Control and Prevention** (<https://www.cdc.gov/coronavirus/2019-nCoV/community/index.html>).

PROTECTING YOU – We have suspended shutoffs during this public health emergency. If you are contacted by a person claiming to represent Pennsylvania American Water and they are threatening to shut off your service, then please hang up. You can call us back directly at 1-800-565-7292.

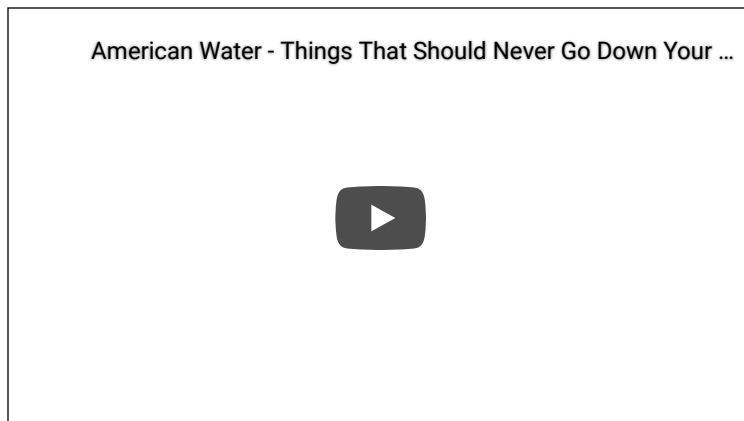
HELPING OUR COMMUNITIES – American Water and the American Water Charitable Foundation announced a \$100,000 contribution to Feeding America to support food banks across the country. The Foundation will also match employee donations to Feeding America, or other eligible organizations, up to \$1,000 per employee, in accordance with its matching gift guidelines.

WATER-THEMED ACTIVITIES FOR THE WHOLE FAMILY – We've ramped up our web-based outreach to deliver new fun, educational, water-related activities for kids and parents to do at home. Follow us on **Facebook** (<https://www.facebook.com/pennsylvaniaamwater/>) for new activities every day at noon, and visit our **YouTube channel** (<https://www.youtube.com/paamwater>) to access additional videos and activities. We will have even more coming out in the following weeks.

UPDATING YOUR CONTACT INFORMATION – Many customers have visited our **MyWater customer portal** (<https://wss.amwater.com/selfservice-web/login.do>) to update their emergency contact information. **If you have not done so, please take a moment to ensure your information is accurate.**

DON'T FLUSH WIPES! – With hand hygiene at the top of everyone's minds and toilet paper in high demand, many households are increasing their use of sanitizing wipes and "flushable" wipes. Please do not flush wipes down the toilet. Flushing wipes, paper towels, or other paper products not intended for use in wastewater systems down the toilet can lead to sewer backups and in-home plumbing issues which may be expensive to repair. Even wipes labeled as "flushable" or "biodegradable" can cause backups for sewer utilities and headaches for homeowners.

Watch this "12 Things That Should Never Go Down Your Drain" video.



ADDITIONAL WATER & WASTEWATER SAFETY INFORMATION

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater#main-content) (<https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater#main-content>).
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](https://waterfm.com/water-treatment-practices-effective-against-covid-19-who-says/) (<https://waterfm.com/water-treatment-practices-effective-against-covid-19-who-says/>).

ADDITIONAL CORONAVIRUS INFORMATION

For additional information about the coronavirus, please visit:

- [Centers for Disease Control and Prevention \(https://www.cdc.gov/coronavirus/2019-ncov/index.html?cmp=eml-AmtrakCovid19CorpCommEmailCDCLink-March2020-AGR-Program\)](https://www.cdc.gov/coronavirus/2019-ncov/index.html?cmp=eml-AmtrakCovid19CorpCommEmailCDCLink-March2020-AGR-Program).
- [World Health Organization \(https://www.who.int/emergencies/diseases/novel-coronavirus-2019\)](https://www.who.int/emergencies/diseases/novel-coronavirus-2019).

We will keep you updated on our actions as this national public health emergency evolves. For more information on our pandemic preparedness and response, as well as customer service options, visit www.pennsylvaniaamwater.com (<https://amwater.com/paaw/>).

Stay healthy and safe. Thank you.



MyWater (/myaccount)

Log in to MyWater to pay your bill online, set up emergency notifications, and manage your account

On MyWater you can also:

- Pay your bill
- Check your account balance
- Turn your service on/off
- Sign up for alerts
- View your water usage
- Set up paperless billing

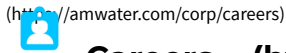
Log In to MyWater (/myaccount)



Contact Us (/paaw/contact-us)

Phone: 1-800-565-7292

Call 24/7 for any emergency. Water emergencies don't keep business hours. For non-emergencies, call M-F 7am-7pm.



Careers (https://amwater.com/corp/careers)

At American Water, our employees have more than a job. They have a calling.

Search Openings (<https://career4.successfactors.com/career?company=amwater>)

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Attachment_1.2_Media_PAW_COVID-19

Pennsylvania American Water Suspends Non-Payment Service Shutoffs

Service to be restored to all customers regardless of ability to pay

MECHANICSBURG, Pa. (March 12, 2020) – At Pennsylvania American Water, the health and safety of our customers, communities and employees is our top priority. We provide an essential service that it is critically important, and much like many other companies in the U.S. and across the globe, Pennsylvania American Water has established coronavirus preparedness plans.

To minimize the risk of exposure to the coronavirus (COVID-19), we have initiated our business continuity plans to help provide additional stability to our operations that include water/wastewater services to your homes and businesses.

Pennsylvania American Water continues to monitor situational updates provided by the Center for Disease Control, World Health Organization and Johns Hopkins University as well as other state and federal organizations. We are continuously evaluating the situation and latest developments to determine how we can adopt and amend measures, as necessary, to support our customers and communities we serve and our employees.

It is important for you to know that Pennsylvania American Water's drinking water treatment barriers provide protection that includes filtration and disinfection of our surface water supplies (e.g., those from lakes, reservoirs, or rivers) and disinfection of our ground water sources (e.g., underground wells). These treatments are effective in removing and/or inactivating viruses. **Our water meets all current federal and state drinking water requirements.**

For additional information about the coronavirus and drinking water and wastewater please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

In an effort to keep our customers safe during the coronavirus pandemic, Pennsylvania American Water will be placing a moratorium and discontinuing service shut offs at this time. We will continue to evaluate this moratorium as more information becomes available. Additionally, Pennsylvania American Water will begin the restoration of service to previously shut-off customers. The restoration may take some time, but we will work as quickly and safely as possible. If your service has been turned off prior to March 12, 2020, we will restart your service.

Pennsylvania American Water has been focused on two high priorities as the spread of the coronavirus has evolved - the health and safety of our employees and the health and safety of our customers. As such, Pennsylvania American Water will also be suspending all non-essential field appointments and will limit the amount and nature of contact with customers during all emergency field appointments.

For additional information about the coronavirus, please visit:

- [Center for Disease Control and Prevention](#)
- [World Health Organization](#)

As always, thank you for your trust in American Water as we continue to provide you with safe, clean, reliable water and wastewater services.

About Pennsylvania American Water

Pennsylvania American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.4 million people. With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,100 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 14 million people in 46 states.

American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

Media Contact:

Laura Martin
Director, Communications & External Affairs
T: 304-340-2089
C: 304-932-7158
laura.martin@amwater.com

###

Pennsylvania American Water Suspends Non-Payment Service Shutoffs

Service restored to all customers regardless of ability to pay

MECHANICSBURG, Pa. (March 19, 2020) – Pennsylvania American Water has suspended the practice of shutting off water service due to non-payment in response to the COVID-19 pandemic. Service has also been restored to all customers whose service was previously discontinued due to nonpayment. This practice will remain in effect as long as the current public health crisis continues. Any customer whose service has not yet been restored should immediately contact customer service at 1-800-565-7292 so that the company can resolve the issue as quickly as possible.

These decisions were made to ensure clean, safe, reliable water service for all customers during this public health crisis, and to assist those customers who may experience financial hardships during this crisis.

“Our priority is and has always been the well-being and safety of our customers,” said Pennsylvania American Water President Mike Doran. “During this public health crisis, we must ensure everyone, especially our most vulnerable citizens, has access to clean, safe and reliable water service. We also are providing relief for those customers who may experience financial hardships as a result of this public health emergency.”

Pennsylvania American Water is also taking steps to comply with all Centers for Disease Control guidelines on COVID-19 mitigation. Accordingly, the company has suspended in-person payment transactions at all local offices. Customers will still be able to pay their bills online at myaccount.amwater.com or call the customer service line at 1-800-565-7292. They can also pay their bills at any [third-party payment center](#) that may be in their area. Customers can continue to make use of payment drop boxes if their local office has one.

In addition to protecting its customers, Pennsylvania American Water is prioritizing the health of its employees. The company has banned all work-related air travel. It has also mandated employees work from home other than certain essential personnel such as those needed to ensure water and wastewater treatment. In addition, the company will not participate in sponsored events and public gatherings consistent with CDC guidance. These restrictions will not affect Pennsylvania American Water’s financial commitment to the many nonprofits and causes it supports each year.

“These decisions were made in accordance with our commitment to our customers and employees and the recommendations of public health officials,” President Doran said. “We hope these measures will bring some relief to those who may be affected by this crisis and contribute to the curtailment of the pandemic’s advance. Our thoughts are with our customers, employees and all those across the globe during this extraordinary time.”

COVID-19 and Water Quality:

Pennsylvania American Water's treatment processes are effective in removing harmful pathogens as required by law, including those of the Coronavirus family. Our water meets all federal and state drinking water standards and is safe to use.

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

For additional information about the coronavirus, please visit:

- [Center for Disease Control and Prevention](#)
- [World Health Organization](#)

About Pennsylvania American Water

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American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

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###

Pennsylvania American Water Warns Against Flushing Sanitizing and “Flushable” Wipes

Use of wipes impacts wastewater treatment facilities and could lead to sewer backups and unexpected repair bills

MECHANICSBURG, Pa. (March 21, 2020) – With hand hygiene at the top of everyone’s minds and toilet paper in high demand, many households are increasing their use of sanitizing wipes and “flushable” wipes. However, Pennsylvania American Water is telling customers not to flush these wipes down the toilet. Flushing wipes, paper towels, or other paper products not intended for use in wastewater systems, down the toilet can lead to sewer backups and in-home plumbing issues which may be expensive to repair. Even wipes labeled as “flushable” or “biodegradable” can cause backups for sewer utilities and headaches for homeowners.

“Flushing or dumping the wrong things down the drain can cause problems in your local sewer system and cause blockages in your own home,” said Jim Gable, senior manager of southeast operations for Pennsylvania American Water. “Many sewer blockages occur between your house and our sewer main, where the property owner is responsible for correcting and paying for the repair. During this already stressful time, we want to help our customers avoid blockages that could create costly plumbing emergencies.”

Gable added that improper disposal can also cause problems in the local sewer system. “Your dedicated local wastewater system employees continue to come to work every day and make sure your community’s sewage is being properly treated,” he continued. “We provide an essential service, so please help us out by putting wipes, paper towels and other products in the trash where they belong, not in your sewer system where they can damage our equipment and cause blockages.”

In addition to wipes, Pennsylvania American Water also warns against pouring grease, fat or oil down the drain. When washed down the drain, grease and oil can adhere to the insides of the pipes that carry the wastewater from homes and businesses to the sewer treatment facility. Over time, this buildup of grease can restrict the flow of wastewater, leading to blockages that can cause sewage overflows or backups in homes and businesses. It can also have an adverse effect on the environment if the overflow enters local rivers, lakes and streams.

Pennsylvania American Water encourages adults and kids alike to watch this “12 Things That Should Never Go Down Your Drain” 30-second [video](#) and print and post this [poster](#) in areas near sinks and toilets.

- MORE -

Additional tips for homeowners include:

- Allow grease to cool and use a rubber scraper to remove the fat, oil and grease from cookware, plates, utensils and cooking surfaces. Then place the grease in a sealed container and dispose of it in the trash.
- Install baskets/strainers in sink drains to catch food scraps and empty them into the trash.
- Keep in mind, garbage disposals do not prevent grease from washing down the drain. Also, detergents that claim to dissolve grease may pass it down the line and cause problems in other parts of the wastewater system.
- More information and tips can be found online at <https://amwater.com/paaw/water-information/green-infrastructure/preventing-sewer-blockages>.

About Pennsylvania American Water

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###

Pennsylvania American Water announces \$100,000 in statewide COVID-19 relief funding; Donates to organizations in Bucks, Chester, Delaware, and Montgomery counties

MECHANICSBURG, Pa. (April 22, 2020) – Pennsylvania American Water announced today that it has selected the following organizations to receive financial contributions for their support of COVID-19 relief efforts in Bucks, Chester, Delaware and Montgomery counties. These donations are part of the company’s pledge to donate \$100,000 to COVID-19 relief efforts across the Commonwealth through the company and its charitable arm, the American Water Charitable Foundation.

The company’s announcement includes \$25,000 in funding to the following organizations:

- **Bucks County:** Bucks County Opportunity Council
- **Chester County:** Coatesville School District’s Student Meal Program and Chester County Food Bank
- **Delaware County:** CityTeam Chester and The Salvation Army of Chester
- **Montgomery County:** Norristown Hospitality Center and the Montgomery County Foundation COVID-19 Fund

“There has never been a more critical time in our country to support one another or lend a charitable hand to our communities and our neighbors in need,” said Mike Doran, president of Pennsylvania American Water. “We know our customers, employees, and neighbors have all been personally impacted by this public health crisis. While we continue working around the clock to provide essential water and wastewater services to 2.4 million people across the Commonwealth, we also want to support the important work of the non-profit organizations helping people get through this crisis through meals and social support services.”

Pennsylvania American Water serves more than 150,000 people through its Bucks, Montgomery and Chester county water and wastewater operations. While the City of Chester is not served by Pennsylvania American Water, the company is making donations to non-profit organizations in Chester because of the unique situation faced by the city and considering Governor Tom Wolf’s recent Declaration of Fiscal Emergency for the City of Chester.

“Just like many of us are checking on elderly neighbors and picking up supplies for those who are most vulnerable, our company also helps neighboring communities in need,” Doran added. “We are happy to provide resources to our friends in the City of Chester, who are going through a particularly difficult time right now.”

About Pennsylvania American Water

Press Release



Pennsylvania American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.4 million people. With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on Twitter, Facebook and LinkedIn.

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External Affairs Manager

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###

Pennsylvania American Water Recommends Building Operators and Schools Flush Pipes to Maintain Water Quality

Company remains committed to delivering clean, safe, reliable water and wastewater service

MECHANICSBURG, Pa. (April 29, 2020) – Pennsylvania American Water remains committed to keeping our customers informed as we continue to deliver, clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency. In light of the Commonwealth’s announced plans for phased reopening, the company encourages building owners and operators to adopt a proactive approach that includes flushing stagnant water from facility pipes.

As buildings reopen, businesses, school districts and property management teams will begin the process of restarting building systems that have been dormant for a significant amount of time. Extended periods of inactivity can cause lead leaching or legionella growth in a building’s water system, and taking proper steps can help minimize potential exposure to both of these contaminants. [Proper reopening procedures](#) will help in making sure water systems and equipment are in working order and in maintaining water quality.

Pennsylvania American Water encourages building owners and operators whose facilities have been closed to adopt a proactive approach that includes proper flushing procedures, assuring the presence of disinfectant residuals, adjustment of hot water temperature, and proper maintenance of building plumbing and heating/cooling systems. Proper flushing of plumbing before reoccupying these buildings is essential to maintain water quality and should be performed biweekly while the building is closed, if possible, and again the weekend before opening.

Consistent with EPA and industry guidance, Pennsylvania American Water recommends the flushing of pipes to maintain water quality, including:

- Toilets: Flush at least twice (this will help to move fresh water through the plumbing)
- Faucets: Run at full flow for at least 2 minutes
- Showers: Run at full flow for at least 2 minutes
- Other Appliances/Apparatus: We recommend flushing other appliances and apparatus thoroughly, at full flow, bringing fresh water into the system. Preferably run the water until you are able to smell the chlorine in the water. If you have an appliance, such as a refrigerator or ice maker that has a filter, follow the manufacturer’s instructions for replacing water filters upon completion of flushing.

For additional information on flushing, see American Water’s [fact sheet](#); the Environmental Protection Agency’s [Flushing Best Practices](#); the Center for Disease Control [web page](#); or the [American Water Works Association](#).

About Pennsylvania American Water

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Press Release



wastewater utility company. The company employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

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###

Pennsylvania American Water Donates 125,000 Meals to Greater Pittsburgh Community Food Bank

PITTSBURGH, Pa. (May 6, 2020) – Pennsylvania American Water announced today that it selected Greater Pittsburgh Community Food Bank to receive a \$25,000 donation for its support of COVID-19 relief efforts in southwestern Pennsylvania, which will purchase 125,000 meals.

“There has never been a more critical time in our country to support one another or lend a charitable hand to our communities and our neighbors in need,” said Mike Doran, president of Pennsylvania American Water. “We know our customers, employees, and neighbors have all been personally impacted by this public health emergency. While we continue working around the clock to provide essential water and wastewater services to 2.4 million people across the Commonwealth, we also want to support the important work of the non-profit organizations helping people get through this emergency through meals and social support services.”

The Greater Pittsburgh Community Food Bank operates in the following counties where Pennsylvania American Water provides service: Allegheny, Armstrong, Beaver, Butler, Fayette, Indiana, Lawrence, and Washington.

“We are extremely grateful to Pennsylvania American Water for their financial contribution during this global pandemic,” said Lisa Scales, president and CEO of Greater Pittsburgh Community Food Bank. “This incredible donation will allow us to feed more of our neighbors, so that putting food on the table is one less worry for them in this uncertain time.”

Pennsylvania American Water and the American Water Charitable Foundation have together pledged \$100,000 to COVID-19 relief efforts across the Commonwealth. Additional announcements are forthcoming, including grants to be awarded as part of the Foundation’s COVID-19 Response Fund.

Last month, American Water and the American Water Charitable Foundation donated \$100,000 to Feeding America to help food banks across the country support individuals and families impacted by the coronavirus. For more information on hunger in our region or how to get involved, visit pittsburghfoodbank.org.

Greater Pittsburgh Community Food Bank is a nonprofit organization that distributes more than 35.5 million meals annually across 11 counties in southwestern Pennsylvania through a network of 365 agencies, partners, and programs. The Food Bank was founded in 1980 and is a member of Feeding America, the leading domestic hunger-relief charity in the U.S.

Pennsylvania American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.4 million people. With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on Twitter, Facebook and LinkedIn.

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###

Pennsylvania American Water and American Water Charitable Foundation Donate \$15,850 to COVID-19 Relief Efforts in Northeast and Northcentral PA

Announcement part of \$100,000 in total grants statewide

SCRANTON, Pa. (May 28, 2020) – Pennsylvania American Water announced today that it has selected the following organizations to receive financial contributions for their support of COVID-19 relief efforts in Lackawanna, Luzerne, Northumberland, Pike, and Union counties. Pennsylvania American Water and the American Water Charitable Foundation have together pledged \$100,000 to COVID-19 relief efforts across the Commonwealth.

The company's announcement includes \$15,850 in funding to the following organizations:

- Lackawanna County
 - Breadbasket of NEPA
 - Meals on Wheels of NEPA
 - Friends of the Poor
 - United Neighborhood Centers
 - NEPA Youth Shelter
 - Scranton Tomorrow's Meals for Medics
 - Community Intervention Center
- Luzerne County
 - Commission on Economic Opportunity
 - Children's Service Center
 - Dinners for Kids
 - Wyoming Valley Drug and Alcohol Services
- Northumberland County
 - Warrior Run Neighbors Helping Neighbors
- Pike County
 - Jo's Outreach
- Union County
 - Lewisburg/Milton Meals on Wheels

"There has never been a more critical time in our country to support one another or lend a charitable hand to our communities and our neighbors in need," said Mike Doran, president of Pennsylvania American Water. "We know our customers, employees, and neighbors have all been personally impacted by this public health emergency. While we continue working to provide essential water and wastewater services to 2.4 million people across the Commonwealth, we also want to support the important work of the non-profit organizations helping people get through this challenging time through meals and social support services."

Pennsylvania American Water serves more than 140,000 people through its Lackawanna and Luzerne county water and wastewater operations and nearly 6,000 in Pike County. Pennsylvania American Water acquired the water and wastewater systems of Turbotville, Northumberland County in 2018 and serves more than 13,000 customers in Northumberland and Union counties.

"Just like many of us are checking on elderly neighbors and picking up supplies for those who are most vulnerable, our company also helps neighboring communities in need," Doran added.

Press Release



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The American Water Charitable Foundation is a 501(c)(3) nonprofit organization that provides a formal way to demonstrate the company's ongoing commitment to being a good neighbor, citizen, and contributor to the communities where American Water and its employees live, work and operate. The Foundation helps support American Water employee-identified nonprofit endeavors.

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###

FOR IMMEDIATE RELEASE

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Pennsylvania American Water and American Water Charitable Foundation Donates \$16,000 to COVID-19 Relief Efforts in Central PA

Announcement part of \$100,000 in total grants statewide provided by the company and the American Water Charitable Foundation

MECHANICSBURG, Pa. (June 3, 2020) – Pennsylvania American Water announced today that it has selected two Central Pennsylvania organizations to receive financial contributions for their support of COVID-19 relief efforts in Berks, Cumberland, Dauphin, Lancaster and Lebanon counties. Pennsylvania American Water and the American Water Charitable Foundation have together pledged \$100,000 to COVID-19 relief efforts across the Commonwealth.

The company's announcement includes \$16,000 in funding to the Central Pennsylvania Food Bank, Helping Harvest Food Bank, Gemma's Angels, and The Caring Cupboard.

"There has never been a more critical time in our country to support one another or lend a charitable hand to our communities and our neighbors in need," said Mike Doran, president of Pennsylvania American Water. "We know our customers, employees, and neighbors have all been personally impacted by this public health crisis emergency. While we continue working around the clock to provide essential water and wastewater services to 2.4 million people across the Commonwealth, we also want to support the important work of the non-profit organizations helping people get through this crisis health emergency through meals and social support services."

"The COVID-19 crisis continues to have a significant financial impact on millions of Pennsylvanians. We continue to see an increased demand on food banks and the Central Pennsylvania Food Bank has distributed more than 14 million healthy meals since mid-March," said Joe Arthur, Executive Director of the Central Pennsylvania Food Bank. "Life-sustaining gifts like the one from Pennsylvania American Water will allow us to serve even more people in need as the economic impact of the COVID-19 crisis continues. We are very grateful for this wonderful support."

Pennsylvania American Water serves more than 90,000 people through its Berks, Cumberland, Dauphin, Lancaster and Lebanon county water and wastewater operations.

"Just like many of us are checking on elderly neighbors and picking up supplies for those who are most vulnerable, our company also helps neighboring communities in need," Doran added.

"Helping Harvest is so grateful for the generosity offered by Pennsylvania American Water. During this difficult time, when we are serving more neighbors than ever before, we are only able to meet the community's needs because of the support of caring partners like Pennsylvania American Water," said Joy Worrall, president of Helping Harvest.

Press Release



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###

Attachment_1.3_Emails_PAW_COVID-19

Laura E Martin

From: Pennsylvania American Water <myaccount@amwater.com>
Sent: Friday, March 20, 2020 7:32 PM
To: Barry L Pawelek
Subject: Pennsylvania American Water Response to COVID-19

[View this email in your browser](#)



PENNSYLVANIA
PENNSYLVANIA AMERICAN WATER RESPONSE TO COVID-19

Dear Pennsylvania American Water Customer:

We hope this email finds you and your family well.

At Pennsylvania American Water we work hard every day to deliver clean, safe, reliable, and affordable water services because our customers deserve nothing less. We wanted to inform you of measures we are taking to assist our customers and employees during the COVID-19 crisis.

WE HAVE A PLAN

Pennsylvania American Water has activated our business continuity plan to strengthen our ability to provide reliable, high-quality service to our customers, continue to deliver water and wastewater services that meets all federal and

state drinking water standards, and protect our employees and customers during this public health crisis.

WE WON'T SHUT OFF YOUR WATER

Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs. We will continue to evaluate this suspension period as more information becomes available. Please note that your water service may be temporarily interrupted for emergency work; however, we will strive to keep interruptions to a minimum.

We have turned water service back on for customers who were previously shutoff for non-payment. This includes customers whose water service was turned off for non-payment of sewer service, even if Pennsylvania American Water is not the sewer service provider. If your service has not yet been restored, contact us immediately at **800-565-7292**.

WE'LL WORK WITH YOU

Pennsylvania American Water has also suspended late fees until further notice. If you're experiencing a financial hardship, please call **800-565-7292** to discuss your eligibility to enter into a payment arrangement. We also offer financial assistance through our [H2O Help to Others Program](#) by way of grants, bill discounts and water-saving devices and education.

WE'VE IMPLEMENTED SOCIAL DISTANCING

For employee and customer safety, Pennsylvania American Water has closed all customer payment locations. Customers can pay online or by phone or through their bank's bill payment process. Customers may also pay by [visiting our site](#).

We have suspended all non-emergency appointments and will only come to your home if it is an extreme emergency. For your safety and the safety of our employees, we ask that you do not approach our employees while they are performing their work. We request that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#).

As a friendly reminder: Please make sure to update your emergency contact information on your [MyWater account](#).

YOUR DRINKING WATER IS SAFE

Pennsylvania American Water's treatment processes are effective in removing harmful pathogens, including those of the coronavirus family. Our water meets all federal and state drinking water standards and is safe to use. For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
 - [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)
-

WE CARE

American Water and the American Water Charitable Foundation announced a \$100,000 contribution to Feeding America to support food banks across the country. The Foundation will also match employee donations to Feeding America, or other eligible organizations, up to \$1,000 per employee, in accordance with its matching gift guidelines.

We've also ramped up our web-based outreach to deliver new fun, educational, water-related activities for kids and parents to do at home. Follow us on [Facebook](#) and [Instagram](#) and visit our [YouTube](#) channel to access these videos and activities. We will have even more coming out in the following weeks.

ADDITIONAL CORONAVIRUS INFORMATION

For additional information about the coronavirus, please visit:

- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

As always, thank you for your trust in Pennsylvania American Water as we continue to provide you with safe, clean, reliable water and wastewater services.



PENNSYLVANIA
AMERICAN WATER

www.pennsylvaniaamwater.com

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You are receiving this email because you are a Pennsylvania American Water customer or have expressed interest in Pennsylvania American Water. If you are not interested in these types of emails,

please click on the "Unsubscribe" link at the bottom of this email.

Our mailing address is:

Pennsylvania American Water
852 Wesley Drive
Mechanicsburg, PA 17055

[Add us to your address book](#)

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

Laura E Martin

From: Pennsylvania American Water <myaccount@amwater.com>
Sent: Thursday, April 2, 2020 2:50 PM
To: Barry L Pawelek
Subject: Pennsylvania American Water update to our response to COVID-19

[View this email in your browser](#)



AMERICAN WATER RESPONSE TO COVID-19 UPDATE

▲ PENNSYLVANIA AN UPDATE TO OUR RESPONSE ABOUT COVID-19

At Pennsylvania American Water, we remain committed to keeping you informed as we continue our work to deliver clean, safe and reliable water and/or wastewater services to you during the COVID-19 public health emergency.

WE HAVE A PLAN

Pennsylvania American Water has activated our business continuity plan to strengthen our ability to continue to provide reliable, high-quality service to our customers. We continue delivering drinking water service that meets water quality standards, providing wastewater services and protecting our employees and customers during this public health emergency. We are confident that our preparedness efforts and the extraordinary efforts of our employees will enable us to successfully continue operations.

The current health emergency is a rapidly developing and changing situation. We are working to provide our customers and communities with water and wastewater services during this time, all while protecting the health and safety of our employees. Many of our employees are working double duty, not only taking care of you, our customers, but their own families as well. They are dedicated and know the essential service that they provide plays a critical role, given the importance of personal hygiene in preventing the spread of the coronavirus.

WE KEEP SERVICE FLOWING

You may see Pennsylvania American Water employees and contractors performing needed tasks to keep our operations running, ensure service reliability, and prevent operational emergencies. We provide an essential service and continue to advance utility construction projects that are critical for the provision of safe, reliable water and wastewater service in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we are able to continue to provide water and wastewater services.

Below are the actions we have taken to continue to help our customers and communities through this crisis:

- **KEEPING THE WATER ON** – Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that your water service may be temporarily interrupted for planned and unplanned work that may be performed in your area.
-

- **TURNED WATER SERVICE BACK ON** – For customers who were previously shutoff for non-payment, we’ve reinstated water service. This includes customers whose water service was turned off for non-payment of sewer service, even if Pennsylvania American Water is not the sewer service provider.
- **SUSPENDED LATE FEES** – We have suspended late fees until further notice. If you’re experiencing a financial hardship, please call us at 1-800-565-7292 to discuss your eligibility to enter into a payment arrangement. We also offer financial assistance through our [H2O Help to Others Program™](#) through grants, bill discounts and water-saving devices and education.
- **IMPLEMENTED SOCIAL DISTANCING** – As mentioned above, you may see our employees and crews performing work. **For your safety and the safety of our employees, we ask that you do not approach our employees.** If you have a question, visit our website or call us at 1-800-565-7292 to discuss. We request that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#).
- **PROTECTING YOU** – We have suspended shutoffs during this public health emergency. If you are contacted by a person claiming to represent Pennsylvania American Water and they are threatening to shut off your service, then please hang up. You can call us back directly at 1-800-565-7292.
- **HELPING OUR COMMUNITIES** – American Water and the American Water Charitable Foundation announced a \$100,000 contribution to Feeding America to support food banks across the country. The Foundation will also match employee donations to Feeding America, or other eligible organizations, up to \$1,000 per employee, in accordance with its matching gift guidelines.
- **WATER-THEMED ACTIVITIES FOR THE WHOLE FAMILY** – We’ve ramped up our web-based outreach to deliver new fun, educational, water-related activities for kids and parents to do at home. Follow us on

[Facebook](#) for new activities every day at noon, and visit our [YouTube channel](#) to access additional videos and activities. We will have even more coming out in the following weeks.

- **UPDATING YOUR CONTACT INFORMATION** – Many customers have visited our [MyWater customer portal](#) to update their emergency contact information. If you have not done so, please take a moment to ensure your information is accurate.

DON'T FLUSH WIPES!

With hand hygiene at the top of everyone's minds and toilet paper in high demand, many households are increasing their use of sanitizing wipes and "flushable" wipes. Please do not flush wipes down the toilet. Flushing wipes, paper towels, or other paper products not intended for use in wastewater systems down the toilet can lead to sewer backups and in-home plumbing issues which may be expensive to repair. Even wipes labeled as "flushable" or "biodegradable" can cause backups for sewer utilities and headaches for homeowners. Watch this ["12 Things That Should Never Go Down Your Drain" video](#).



ADDITIONAL WATER & WASTEWATER SAFETY INFORMATION

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

ADDITIONAL CORONAVIRUS INFORMATION

For additional information about the coronavirus, please visit:

- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

We will keep you updated on our actions as this national public health emergency evolves. For more information on our pandemic preparedness and response, as well as customer service options, visit

www.pennsylvaniaamwater.com.

Stay healthy and safe. Thank you.



PENNSYLVANIA AMERICAN WATER

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852 Wesley Drive
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Laura E Martin

From: Pennsylvania American Water <myaccount@amwater.com>
Sent: Friday, April 17, 2020 10:40 AM
To: Barry L Pawelek
Subject: COVID-19 Response Update: How we're helping our communities

[View this email in your browser](#)



AMERICAN WATER RESPONSE TO COVID-19 UPDATE

AN UPDATE ABOUT COVID-19

At Pennsylvania American Water, we remain steadfast in our commitment to keeping you informed as we work to deliver clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency.

NEW UPDATES

CUSTOMER ASSISTANCE PLANS – If you're experiencing financial hardship, please call us at 1-800-565-7292 to discuss your eligibility to enter into a payment arrangement. We also offer financial assistance to low-income customers who qualify through our [H2O Help to Others Program™](#), including emergency grants, bill discounts and water-saving devices and education.

[Learn more here.](#)

HELPING OUR COMMUNITIES – American Water and the American Water Charitable Foundation (AWCF) have made donations to help our customers and communities in need:

- \$300,000 to support a new community-focused COVID-19 Response Fund for local 501(c)(3) organizations in response to the coronavirus health emergency.
- \$100,000 to Feeding America to support food banks across the country. The AWCF will also match American Water employee donations, up to \$1,000 per employee.

UPDATE YOUR CONTACT

INFORMATION – Please visit our MyWater customer portal to update your emergency contact information. If you have not done so, please take a moment to make sure your information is accurate. Customers can login or register at [MyWater](#).

Manage your account online with MyWater

MyWater is a secure way to manage your account during the current health environment and after the health emergency has passed. With MyWater, sign up for:

-  **PAPERLESS BILLING**
-  **AUTOMATIC PAYMENTS**
-  **EMERGENCY ALERTS**

[CLICK HERE TO REGISTER](#)

WE HAVE A PLAN

Pennsylvania American Water is executing on its business continuity plans and providing reliable, high-quality service to our customers. We continue delivering drinking water that meets water quality standards, providing wastewater services, and protecting our employees and customers during this public health emergency. We remain confident that our preparedness efforts and the extraordinary efforts of our employees enables us to successfully continue full operations.

OUR PLAN TO HELP YOU

- **KEEPING THE WATER ON** – Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs and restored previously interrupted residential customer service. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that your water service may be temporarily interrupted for planned and unplanned work that may be performed in your area.
 - **SUSPENDING LATE FEES** – We have suspended late fees until further notice. If you're experiencing a financial hardship, please call 1-800-565-7292 to discuss your eligibility to enter into a payment arrangement.
 - **CONTINUING TO KEEP YOU INFORMED** – We hope you find this email useful and informative. You can also receive important information on our [website](#) or on [Facebook](#), [Twitter](#), and [YouTube](#).
-

HOW YOU CAN HELP US

- **IMPLEMENT SOCIAL DISTANCING** – You may see our employees and crews hard at work. For your safety and the safety of our employees, we ask that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#) by keeping at least six feet (two meters) between our employees and you.
 - **REPORT SCAMS** – We have suspended shutoffs during this public health emergency. If you are contacted by a person claiming to represent Pennsylvania American Water and they are threatening to shut off your service, **HANG UP**. You can call us directly at 1-800-565-7292 to report the incident.
-
-

WE KEEP SERVICE & LIFE FLOWING

Pennsylvania American Water continues to conduct its work in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we may continue to provide water and wastewater services.

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

We will keep you updated on our actions as this national public health emergency evolves. For more information on our pandemic preparedness and response, as well as customer service options, visit pennsylvaniaamwater.com.

Stay healthy and safe. Thank you.



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Laura E Martin

From: Pennsylvania American Water <myaccount@amwater.com>
Sent: Friday, May 8, 2020 5:50 PM
To: Barry L Pawelek
Subject: Keeping service and life flowing (in a socially distant way)

[View this email in your browser](#)



COVID-19 UPDATE

AN UPDATE ABOUT COVID-19

At Pennsylvania American Water, we remain steadfast in our commitment to keeping you informed as we work to deliver clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency.

SERVICE



We Keep Service and Life Flowing

Pennsylvania American Water continues to conduct its work in coordination and compliance with federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will

do so in a way so that we may continue to provide water and wastewater services.

You may see our employees and crews hard at work. For your safety and the safety of our employees, we ask that you follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#) by keeping at least six feet (two meters) between our employees and you.



We're Still Working Hard

During these challenging times, we're still working hard to keep water flowing for millions of people who use our water for essential health, hygiene and sanitation needs. Pennsylvania American Water will continue to work around the clock to keep your life flowing with clean tap water and reliable wastewater service.



Keeping Water Flowing During COVID-19

INFRASTRUCTURE



We're Invested in Pennsylvania

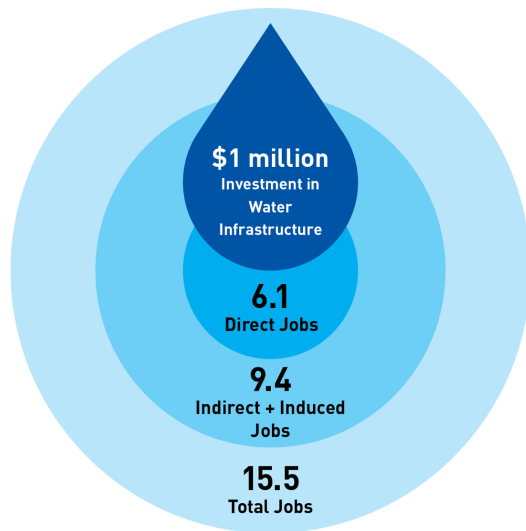
Even in challenging times, Pennsylvania American Water continues to upgrade our water and wastewater infrastructure. This year, we are on pace to invest \$362 million so that our customers continue to receive clean, safe and reliable service. This includes improving treatment plants, storage tanks, wells, pumping stations, pipes, valves, fire hydrants and metering equipment so that your water and wastewater service is reliable, efficient and meets all regulatory standards. [Click here](#) to see how we're continuing to put your water bill to work replacing water pipes in your community in 2020.

The Ripple Effect of Water

Investment

Economic impact studies demonstrate that for every \$1 million invested in water infrastructure, upwards of fifteen jobs are generated throughout the economy.

Through its continued infrastructure investments – even during these unprecedented times – Pennsylvania American Water is supporting approximately 5,610 jobs in 2020. [Read the report here.](#)



COMMUNITY



We're Here to Help - Customer Assistance Programs

Sometimes customers face circumstances that stretch their financial resources. Pennsylvania American Water is here to assist. Our customer service representatives will work with you on a plan to pay the balance of your bill over time. You may also be qualified to receive assistance through our [H2O Help to Others Program™](#), including emergency grants, bill discounts and water-saving devices and education. For more information, visit our website or call us at 1-800-565-7292.

QUALITY



We Recommend Buildings Flush Pipes Before Reopening

As the state announces its phased steps for reopening, Pennsylvania American Water encourages building owners and operators to adopt a proactive approach that includes flushing stagnant water from facility pipes. Proper reopening procedures for buildings that have been dormant for a significant amount of time can help in verifying that water systems and equipment are in safe working order and help maintain water quality. Consistent with EPA and industry guidance, Pennsylvania American Water has developed [building and school flushing recommendations](#).

We hope you find this email useful and informative. You can also receive important information on our [website](#) or on [Facebook](#), [Twitter](#), and [YouTube](#).

We will keep you updated on our actions as this national public health emergency evolves. For more information on our pandemic preparedness and response, as well as customer service options, visit [pennsylvaniaamwater.com](#).

Stay healthy and safe. Thank you.



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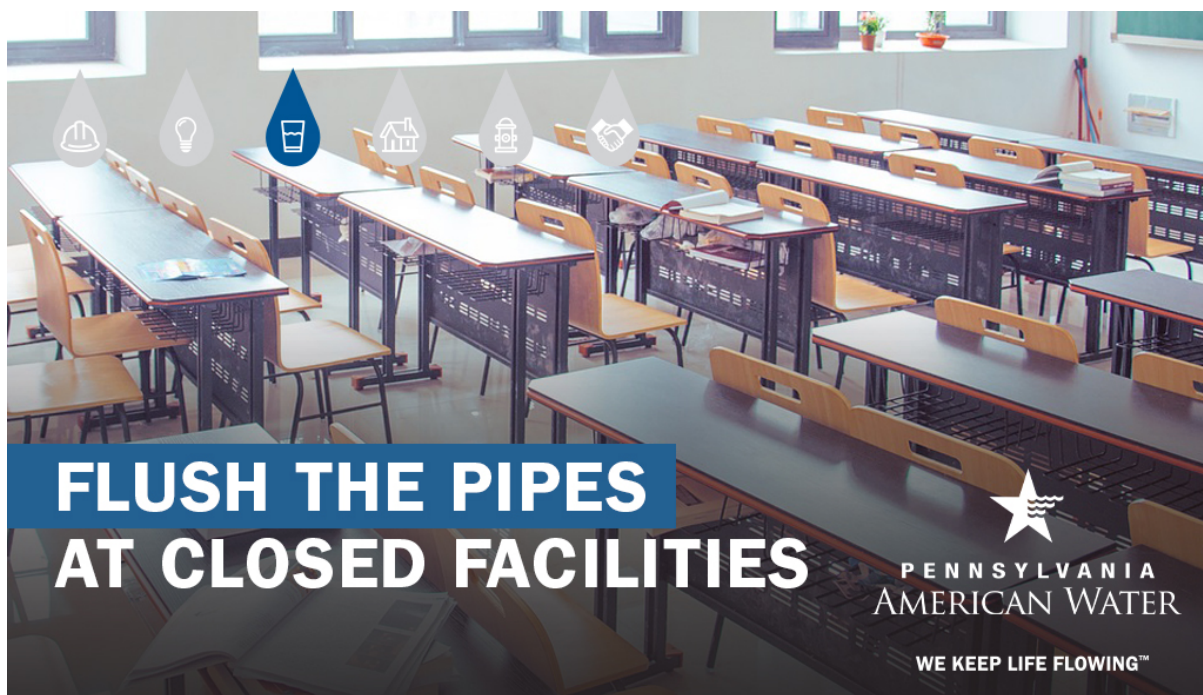
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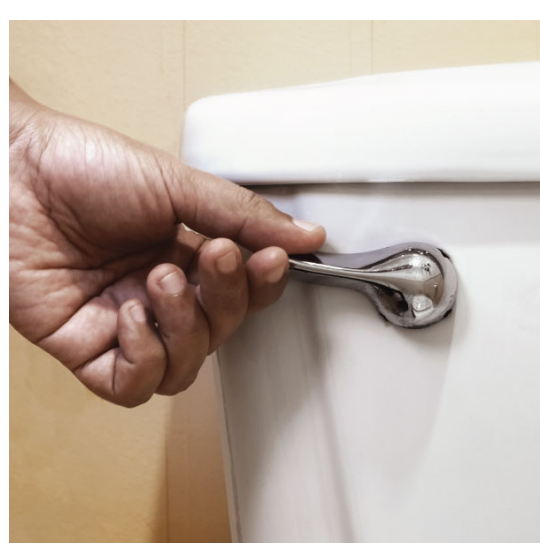
[View this email in your browser](#)



As buildings reopen, businesses, school districts and property management teams will begin the process of restarting building systems that have been dormant for a significant amount of time. Building owners and operators are encouraged to adopt a proactive approach that includes proper flushing procedures, adjustment of hot water temperature, and proper maintenance of building plumbing and heating/cooling systems.

WHO SHOULD FLUSH

Facilities, schools or any buildings that have been dormant or closed for extended periods.



WHY TO FLUSH

Proper flushing of plumbing before reoccupying these buildings is essential to maintain water quality in the internal plumbing system and will help make sure water systems and equipment are in working order. Extended periods of inactivity can cause lead leaching or legionella growth. Taking proper steps can help minimize potential exposure to both these contaminants.

HOW TO FLUSH

The general purpose of flushing is to bring fresh water into all sections of the building. This requires running water through all fixtures long enough to replace stagnant water. The time needed to complete this will be location-specific and may range from a few minutes for smaller buildings to more than 30 minutes for larger or more complex plumbing systems. Consider the size and layout of your building when thinking about how long is appropriate to flush. Water quality indicators such as temperature change or chlorine smell may be used, where possible, as indicators that fresh water has reached all fixtures within the plumbing system. When performing a flush, remember to continually monitor the facilities to avoid damage from leaks or flooding. Open fixtures should be monitored; obtain professional help where needed.

After bringing fresh water into the building, it is important to flush individual fixtures. The following is provided as a general guidance of flush times for water through different types of fixtures:

- **Toilets:** Flush at least twice.
- **Faucets:** Run both hot and cold water at full flow for at least 2 minutes. Longer times may be needed depending on location.
- **Showers:** Run both hot and cold water at full flow for at least 2 minutes. Longer times may be needed depending on location.
- **Other Appliances/Apparatus:** We recommend flushing other appliances and apparatus thoroughly, at full flow, bringing fresh water into the system. Preferably run the water until you are able to smell the chlorine in the water. If you have an appliance such as a refrigerator or ice maker that has a filter, follow manufacturer's instructions to replace water filters after completion of flushing.

WHEN TO FLUSH

Flushing should be performed biweekly while the building is closed and the days immediately prior to opening.

FOR MORE INFORMATION

For more information, download our [Flushing Fact Sheet](#). You may also contact the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at **1-800-426-4791** or visit:

- [Centers for Disease Control – Guidance for Building Water System](#)
- [U.S. Environmental Protection Agency – Flushing Best Practices](#)
- [American Water Works Association – Shutoffs and Return to Service](#)



QUALITY.
ONE MORE WAY
WE KEEP LIFE FLOWING.



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AMERICAN WATER

WE KEEP LIFE FLOWING™

pennsylvaniaamwater.com
(800) 565-7292

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Attachment_1.4_Bills_PAW_COVID-19



At Pennsylvania American Water, the health and safety of our customers, communities and employees is our top priority. Please visit our website for the latest updates on our response to COVID-19.



DON'T FLUSH WIPES!

With hand hygiene at the top of everyone's minds and toilet paper in high demand, many households are increasing their use of sanitizing wipes and "flushable" wipes. Please do not flush wipes down the toilet. Flushing wipes, paper towels, or other paper products not intended for use in wastewater systems can lead to sewer backups and in-home plumbing issues which may be expensive to repair. Even wipes labeled as "flushable" or "biodegradable" can cause backups for sewer utilities and headaches for homeowners. Watch our "12 Things That Should Never Go Down Your Drain" video at: [youtube.com/paamwater](https://www.youtube.com/paamwater)

AND THOSE WIPES YOU
THOUGHT WERE "FLUSHABLE"...



THEY'RE NOT.

**"FLUSHABLE" WIPES ARE ONE OF THE LEADING
CAUSES OF CLOGGED PIPES.**
So, throw those in the trash!

LEARN MORE

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater](https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater)
- [waterfm.com/water-treatment-practices-effective-against-covid-19-who-says](https://www.waterfm.com/water-treatment-practices-effective-against-covid-19-who-says)

For additional information about the coronavirus, please visit:

- [cdc.gov/coronavirus/2019-ncov](https://www.cdc.gov/coronavirus/2019-ncov)
- [who.int/emergencies/diseases/novel-coronavirus-2019](https://www.who.int/emergencies/diseases/novel-coronavirus-2019)



AMERICAN WATER RESPONSE TO COVID-19

At Pennsylvania American Water, we remain committed to keeping you informed as we continue our work to deliver clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency.

WE HAVE A PLAN

Pennsylvania American Water has activated our business continuity plans to strengthen our ability to continue to provide reliable, high-quality service to our customers. We continue delivering drinking water service that meets water quality standards, providing wastewater services and protecting our employees and customers during this public health emergency. We are confident that our preparedness efforts and the extraordinary efforts of our employees will enable us to successfully continue operations.

The current health emergency is a rapidly developing and changing situation. Many of our employees are working double duty, not only taking care of you, our customers, but their own families as well. They are dedicated and know the essential service that they provide plays a critical role, given the importance of personal hygiene in preventing the spread of the coronavirus.



WE KEEP LIFE FLOWING™



WE KEEP SERVICE FLOWING

You may see Pennsylvania American Water employees and contractors performing needed tasks to keep our operations running, ensure service reliability, and prevent operational emergencies. We provide an essential service and continue to advance utility construction projects that are critical for the provision of safe, reliable water and wastewater service in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we are able to continue to provide water and wastewater services. Below are the actions we have taken to continue to help our customers and communities through this crisis:

- **KEEPING THE WATER ON**
Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that your water service may be temporarily interrupted for planned and unplanned work that may be performed in your area.
- **TURNED WATER SERVICE BACK ON**
For customers who were previously shutoff for non-payment, we've reinstated water service. This includes customers whose water service was turned off for non-payment of sewer service, even if Pennsylvania American Water is not the sewer service provider.
- **SUSPENDED LATE FEES**
We have suspended late fees until further notice. If you're experiencing a financial hardship, please call us at 1-800-565-7292 to discuss your eligibility to enter into a payment arrangement. We also offer financial assistance through our H2O Help to Others Program™ through grants, bill discounts and water-saving devices and education.
- **IMPLEMENTED SOCIAL DISTANCING**
As mentioned, you may see our employees and crews performing work. For your safety and the safety of our employees, we ask that you do not approach our employees. If you have a question, visit our website or call us to discuss. We request that you follow social distancing recommendations issued by the Centers for Disease Control and Prevention.
- **PROTECTING YOU**
We have suspended shutoffs during this public health emergency. If you are contacted by a person claiming to represent Pennsylvania American Water and they are threatening to shut off your service, then please hang up. You can call us back directly at 1-800-565-7292.
- **HELPING OUR COMMUNITIES**
American Water and the American Water Charitable Foundation (AWCF) announced a \$100,000 contribution to Feeding America to support food banks across the country. The Foundation will also match employee donations to Feeding America, or other eligible organizations, up to \$1,000 per employee, in accordance with its matching gift guidelines.

American Water donated \$300,000 to AWCF to support a new community-focused COVID-19 Response Fund for local 501(c)(3) organizations in response to the coronavirus pandemic. To learn more about the program and how to apply, please contact awcf@amwater.com.
- **UPDATING YOUR CONTACT INFORMATION**
Many customers have visited our MyWater customer portal to update their emergency contact information. If you have not done so, please take a moment to ensure your information is accurate at myaccount.amwater.com.

For updates and more information on our pandemic preparedness and response efforts, visit pennsylvaniaamwater.com.

Stay healthy and safe!



SAVE WATER.

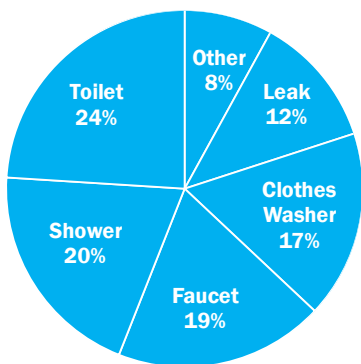
SAVE MONEY.



With many of us spending a lot more time at home, here are some tips for how you and your family can conserve water!

HOW MUCH WATER DO WE USE?

Saving water (and money) is always in season. But to save water, it's helpful to first understand how much water you use and where. This chart shows how the typical American family uses water indoors.



Every household is different. American Water is a member of the Alliance for Water Efficiency. Check out their online Water Calculator. This tool allows you to input water use information specific to your household and offers tips on where you can save water and energy based on that data. To access the calculator, visit pennsylvaniaamwater.com. Under Water Information, select Wise Water Use.



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CHECK & FIX LEAKS

Small household leaks can add up to gallons of water lost every day, and not fixing them is like throwing money down the drain. Check your plumbing fixtures and irrigation systems periodically for leaks. And, if you find any, fix them!

IN THE BATHROOM

- **Check for toilet leaks.** Leaky toilets can easily go unnoticed. To check for toilet leaks, remove the lid from your toilet tank, and drop a small amount of food coloring into the tank. Wait 10-15 minutes. If food coloring appears in the bowl, you have a leak. Repairs may be needed or the flapper valve adjusted. (Be sure to flush immediately after the experiment to avoid staining the tank.)
- **Take shorter showers.** Bathrooms account for the largest water consumption percentage in homes. Showers alone use five gallons of water per minute. Consider installing water-saving showerheads.
- **Turn off the water while shaving or brushing teeth.** You can save eight gallons of water per day while brushing and 10 gallons per shave.

IN THE KITCHEN

- **Wait for a full load of dishes.** This can eliminate one load of dishes per week and save the average family nearly 320 gallons of water.
- **Scrape, don't rinse.** Before washing dishes by hand or in the dishwasher, scrape them; don't rinse first.
- **Keep a pitcher of drinking water in the fridge** instead of letting the tap run until the water is cool.

IN THE LAUNDRY ROOM

- **Wash only full loads of laundry** or use the appropriate load size selection. Wearing clothes more than once can also help to reduce laundry loads and save water.
- **Consider purchasing EnergyStar™ rated washing machines.** They use less water and energy per load.



WE ALL NEED A LITTLE HELP SOMETIMES

Learn more about financial assistance available through our **H2O Help to Others Program™** at pennsylvaniaamwater.com. Under Customer Service & Billing, select Low Income Program.



MAKE A DIFFERENCE

To contribute, add a donation to your monthly Pennsylvania American Water bill. 100 percent of your donation and our matching funds go directly to qualifying customers.

Yes, I would like to assist an individual or family in need.

- I would like to make a one-time donation of \$ _____
- I would like to make an ongoing donation. Please add the following amount to my monthly water bill:

\$25 \$10 \$5 \$1 Other \$ _____

Name (please print) _____

Account Number _____

Address _____

City _____

State _____ Zip _____

Signature _____

Date _____

Please complete, detach and return this form with your next Pennsylvania American Water bill payment. You can also send a donation directly to the Dollar Energy Fund at: Dollar Energy Fund, P.O. Box 42329, Pittsburgh, PA 15203. Please write **"H2O Program Donation - PA"** on the memo portion of your check.

You may also make a contribution online at www.dollarenergy.org.



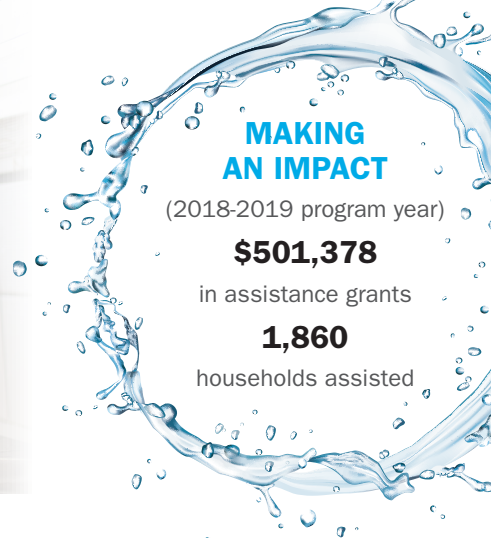
HELPING CUSTOMERS IN NEED

Learn about
our low-income
customer
assistance
program



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AMERICAN WATER

WE KEEP LIFE FLOWING™



MAKING AN IMPACT

(2018-2019 program year)

\$501,378

in assistance grants

1,860

households assisted

For more than 25 years, Pennsylvania American Water has been assisting low-income customers who qualify through its H2O Help to Others Program™.

Water Service Assistance

- Grants of up to \$500 per year
- An 85 percent discount on the monthly water service charge
- Water-saving devices and education

Wastewater Service Assistance

- Grants of up to \$500 per year
- A 20 percent discount on the total wastewater charges

Do you qualify?

To qualify for the grant programs, customers must have annual household incomes at or below 200 percent of the Federal Poverty Income Guidelines (FPIG). For the discount programs, it's 150 percent of the FPIG. Applicants must also have made a sincere effort to pay their bill. Customers who qualify for the H2O program may also qualify to receive a water-saving kit that includes a low-flow shower head, faucet aerators, toilet tank diverter, tips on how to save water (and money) and more!

Monthly Income Guidelines

(total combined monthly income)

# of People in House	Grant Program	Discount Program
1	\$2,127	\$1,595
2	\$2,873	\$2,155
3	\$3,620	\$2,715
4	\$4,367	\$3,275
5	\$5,113	\$3,835
6	\$5,860	\$4,395
7	\$6,607	\$4,955
8	\$7,353	\$5,515
For each additional person	\$747	\$560

Need help?

Pennsylvania American Water's **H2O Help to Others Program™** program is administered by Dollar Energy Fund, an independent, non-profit organization established to help those in need. To learn more or see if you qualify, contact Dollar Energy Fund at:

1-888-282-6816

Or, learn more online:

- www.dollarenergy.org
- pennsylvaniaamwater.com
(Under the Customer Service & Billing menu, select Low Income Program)



**SERVICE. ONE MORE WAY
WE KEEP LIFE FLOWING.**

Attachment_1.5_SocialMedia_PAW_COVID-19




PAW Social Media Overview

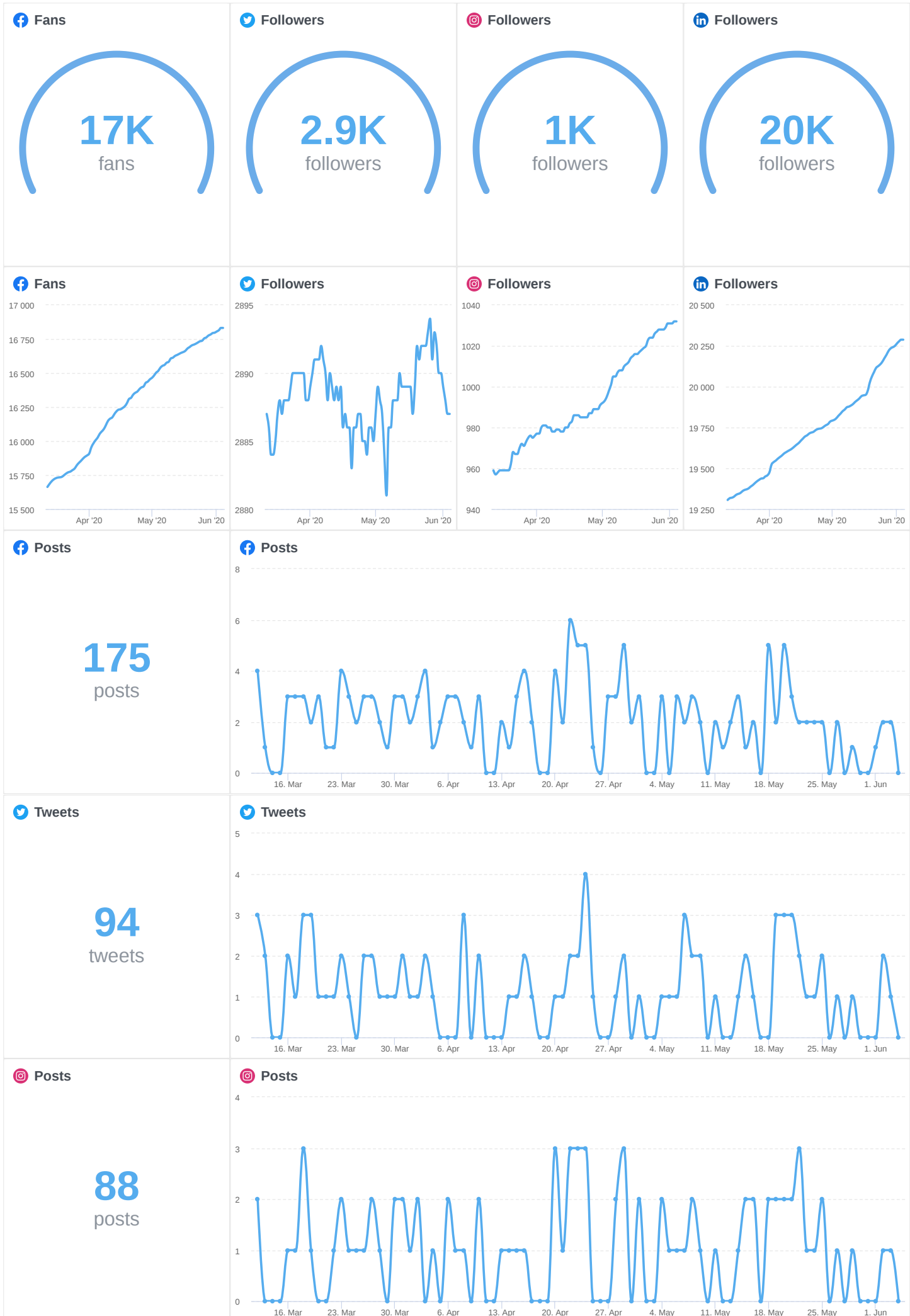
Mar 12 - Jun 04, 2020

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






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














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

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<p>f Engagement > Type</p> <p>Reactions 26K</p> <p>Shares 4.3K</p> <p>Comments 3.3K</p>	<p>t Engagement > Type</p> <p>Likes 87</p> <p>Retweets 32</p> <p>Replies 2</p>	<p>@ Engagement > Type</p> <p>Likes 1.1K</p> <p>Comments 26</p>	<p>in Engagement > Type</p> <p>Reactions 2.5K</p> <p>Shares 230</p> <p>Comments 143</p>
<p>f Traffic</p> <p>14K clicks</p>	<p>t Traffic</p> <p>268 clicks</p>	<p>f Traffic > Page</p> <p>Pennsylvania American ... 14K</p>	<p>t Traffic > Account</p> <p>@paamwater 268</p>
<p>f Page Content Clicks</p> <p>120K clicks</p>	<p>f Post Clicks</p> <p>36K clicks</p>	<p>in Page Clicks</p> <p>3.1K clicks</p>	<p>in Post Clicks</p> <p>3.1K clicks</p>

Posts Table			Reactions	Comments	Shares
Date	Message				
 Pennsylvania American Water May 01, 19:02	 <p>Thanks to our field employees who continue to keep the water flowing in these times. We're beyond proud. If you see our employees performing essential work, shout a thank you and please continue to follow the CDC's social distancing recommendations. #TogetherWeCan #KeepLifeFlowing</p> <p>Employees coronavirus</p>		2,188	63	86
 Pennsylvania American Water Apr 29, 00:00	 <p>Thanks to our field employees who continue to keep the water flowing in these times. We're beyond proud. If you see our employees performing essential work, shout a thank you and please continue to follow the CDC's social distancing recommendations. #TogetherWeCan #KeepLifeFlowing</p>		1,782	47	91
 Pennsylvania American Water Apr 28, 00:00	 <p>So many things have changed over the past few weeks, but one thing will always remain the same: our commitment to bringing you clean, reliable water service. Thank you to all of our employees for your dedication and resilience during this difficult time. #TogetherWeCan #KeepLifeFlowing</p>		1,244	42	39
 Pennsylvania American Water May 06, 00:00	 <p>As a member of our Water Quality and Environmental Compliance team, Kelly Hays is focused on making sure our customers' tap water is of great quality. Thank you Kelly, and all of the employees who continue to #KeepLifeFlowing ☺ #DrinkingWaterWeek2020</p>		1,160	47	20
 Pennsylvania American Water May 04, 16:00	 <p>☺ Happy Teacher Appreciation Week! Thank you teachers, for your tireless efforts to shape our future. Now more than ever, we appreciate the job you do ☺☺ We're taking a break from our #WondersOfWater series to show our teachers some virtual love! ☺☺ Need some more inspiration? Check out these ideas: https://www.waterford.org/resources/teacher-appreciation-week-ide...</p>		1,037	19	86
 Pennsylvania American Water May 04, 00:00	 <p>The world is changing. Our commitment to bringing you safe, reliable drinking water hasn't. Thanks to our field employees who continue to keep the water flowing during these times. We couldn't be more proud of the work you do! #TogetherWeCan #KeepLifeFlowing</p> <p>Employees coronavirus</p>		942	26	24
 Pennsylvania American Water Apr 23, 19:00	 <p>☺☺☺ We interrupt your #WFH routine to bring you this #EarthDayAtHome tip: Conserve water and save up to 70 GALLONS by taking a ☺ shower instead of a bath ☺ ... But wait, there's MORE! ...☺ time your shower to keep it under 5 minutes and you'll save up to ONE THOUSAND gallons of water each month! ☺ To make it easy, we've put together a special shower playlist ☺...</p> <p>PA Earth Day PA Water Conservation</p>		853	44	149
 Pennsylvania American Water Apr 02, 00:55	 <p>A nationwide need for medical supplies has catapulted Pennsylvania American Water Engineer Jed Fiscus and his family into action. When not working, Jed helps his six children sew homemade face masks for family members who work in healthcare, as well as local medical workers. To date- the family has sewed over 200 masks with no plans to stop. "Healthcare workers a...</p>		853	50	48

Tweets Table			Retweets	Replies	Likes
Date	Message				
 @paamwater Mar 21, 01:30	 <p>We know it's tempting but DO NOT flush wipes! ☺ Flushing wipes -- even so-called "flushable" wipes -- can lead to costly plumbing repairs. Put your wipes where they belong: in the trash ☺☺ http://ow.ly/2cy550yRnbv</p>		7	0	5
 @paamwater Mar 13, 00:32	 <p>In response to COVID-19, we've initiated business continuity plans and placed a moratorium on water service shut offs in an effort to keep our customers and employees safe.△ Read more here ☺ http://ow.ly/L2X250yKy08 https://twitter.com/paamwater/status/1238261583345782784/photo/1</p> <p>Safety coronavirus</p>		3	0	6
 @paamwater Apr 16, 00:00	 <p>Looking for a way to help those in our local community? Our employees in Southwestern PA are hosting a virtual food drive to support the Greater Washington County Food Bank. A \$5 donation can purchase 25 meals for those in need! https://www.gwcfb.org/virtual-food-drive</p>		2	0	1
 @paamwater May 29, 00:01	 <p>Do you know where your drinking water comes from? #KnowYourSource https://twitter.com/paamwater/status/1266157589093638147/photo/1</p> <p>Know Your Source</p>		1	0	1
 @paamwater May 27, 19:46	 <p>@paamwater #Scranton employees Mark Baloh, Chrissy Stanishfski, Rella Dempsey, and Susan Turcmanovich volunteered at the #FriendsOfThePoor food distribution at PNC Field. Volunteering in our community is one more way we #KeepLifeFlowing #TogetherWeCan https://twitter.com/paamwater/status/1265731066930835457/photo/1</p>		1	0	0
 @paamwater May 20, 19:10	 <p>#TankYouWeek FUN FACT: The height of a water storage tank takes into consideration the lay out of the land and the amount of people living in the area. Shorter towers are placed on hills or higher ground. In flat areas, the towers are taller or elevated. https://twitter.com/paamwater/status/1263185278837182464/photo/1</p> <p>PA Infrastructure PA-Tank You Week</p>		1	0	7
 @paamwater May 20, 13:10	 <p>Have you ever wondered why water storage tanks are painted certain colors? Check back Friday as we answer your tank-related questions! #TankYouWeek https://twitter.com/paamwater/status/1263094721347571712/video/1</p>		1	0	4
 @paamwater Apr 24, 21:00	 <p>Saving water is easier than you think. Find out how water-wise you are by taking this home water audit ☺ http://ow.ly/qgUW50zmQRJ #EarthDay #UseWaterWisely https://twitter.com/paamwater/status/1253790993704501249/photo/1</p> <p>PA Earth Day PA Water Conservation</p>		1	0	1

Posts Table			Likes	Comments
Date	Message			
 paamwater Jun 03, 00:00	 <p>The sun is shining and the grass is growing! Try this water-saving tip the next time you mow the lawn ☺☺</p>		7	0
 paamwater Jun 02, 00:05	 <p>Every employee at Pennsylvania American Water touches our customers in one way or another. We are featuring a new employee from around the Commonwealth every week to highlight their roles in delivering customer service excellence.</p> <p>PA-EmployeeSpotlight</p>		7	0
 paamwater May 29, 00:01	 <p>Do you know where your drinking water comes from? #KnowYourSource #drinkingwater #sourcewater #sourcewaterprotection #watersheds #watershededucation #waterreduction #waterconservation #nesbittdam #pennsylvania #LuzerneCounty</p> <p>Know Your Source</p>		19	0
 paamwater May 27, 19:46	 <p>@paamwater #Scranton employees volunteered at the #friendsofthepoorscrantonpa food distribution at PNC Field. One more way we #KeepLifeFlowing #TogetherWeCan #Volunteer #ScrantonPA #PNCField</p>		27	0

	paamwater May 25, 13:03		Today, we celebrate Memorial Day to honor all of those who have served our country. We thank you and we salute you!	12	0
	paamwater May 25, 00:00		(No description)	7	0
	paamwater May 24, 00:00		(No description)	7	0
	paamwater May 23, 18:00		#TankYouWeek FUN FACT: Located in Warren, PA this glass-lined ground storage tank sits atop a hill to provide water storage to customers below. It's an integral part of the Warren water system!	12	0

in Posts Table									
Date	Message	Reac...	Com...	Shares	Clicks	Impr...	% Eng...		
American Water Apr 23, 14:30	 We are excited to launch a unique opportunity to visit a water treatment plant, without having to leave your home. An online, 360-degree virtual tour of our largest water treatment plant Missouri American Water's Central Plant serving St. Louis County. To learn more: https://bit.ly/3aAuq4o	217	4	27	344	6,696	8.84%		
American Water May 19, 13:10	 American Water has named William Varley (left) its Chief Growth Officer effective June 1, 2020. Varley is returning to American Water to take over growth responsibilities from Aldie Warnock (right), who announced his planned retirement effective January 2, 2021. https://bit.ly/2T4t3C	231	32	6	432	9,644	7.27%		
American Water May 07, 17:18	 We're thrilled to announce that American Water has been named a 2020 DiversityInc Noteworthy Company by DiversityInc, the gold standard in the U.S. for ranking companies for diversity, equity and inclusion. http://ow.ly/opSD50zzXGN #diversity #inclusion #Top50	172	8	22	112	5,330	5.89%		
American Water Mar 20, 16:49	 American Water and American Water Charitable Foundation announced today a \$100,000 donation to Feeding America to help food banks across the country support individuals and families impacted by the coronavirus (COVID-19). ow.ly/ZnOG50yResO	230	1	27	45	5,381	5.63%		
American Water Apr 08, 14:46	 American Water received a score of 87 (out of 100) as reported in the S&P Global Ratings ESG Evaluation Report, the highest evaluation score given by S&P in the U.S. and the 2nd highest globally. "We are extremely proud to have been recognized for our commitment to..."	178	9	19	129	6,190	5.41%		
American Water Apr 01, 18:42	 Today, we want to formally announce that Walter Lynch is now the President and CEO of American Water, the largest publicly traded U.S. water and wastewater utility. Lynch leads a team of 6,800 dedicated professionals who provide water and wastewater service to 15 million...	881	121	16	1,616	50,472	5.22%		
American Water Apr 21, 14:08	 The current times can bring up a lot of uncertainty and unanswered questions. We're here to answer some FAQs and offer peace of mind that your water is still clean, safe, reliable and affordable: ow.ly/eww150zkcKm	121	1	15	95	4,513	5.12%		
American Water Apr 06, 17:22	 American Water announced that it has made a contribution of \$500,000 to the American Water Charitable Foundation (AWCF) in support of coronavirus relief efforts. AWCF will disburse the funds directly to several critical COVID-19 specific initiatives. http://ow.ly/7gTa50z6J9v	252	4	19	96	7,251	5.12%		

 **Pennsylvania American Water**
Published by Hootsuite [?] · March 12 · 🌐


In response to COVID-19, we've initiated business continuity plans and placed a moratorium on water service shut offs in an effort to keep our customers and employees safe. ⚠️ Read more here 🖱️
<http://ow.ly/oBcL50yKyat>




CORONAVIRUS UPDATES

About the Coronavirus and Your Drinking Water

Pennsylvania American Water Learn More
Water Utility Company

 **Pennsylvania American Water**
Published by Laura Martin [?] · March 17 · 🌐


IMPORTANT: "According to the U.S. Environmental Protection Agency, America's drinking water supplies remain a safe and affordable way to access the water needed for drinking, cooking and maintaining personal hygiene during the COVID-19 outbreak."



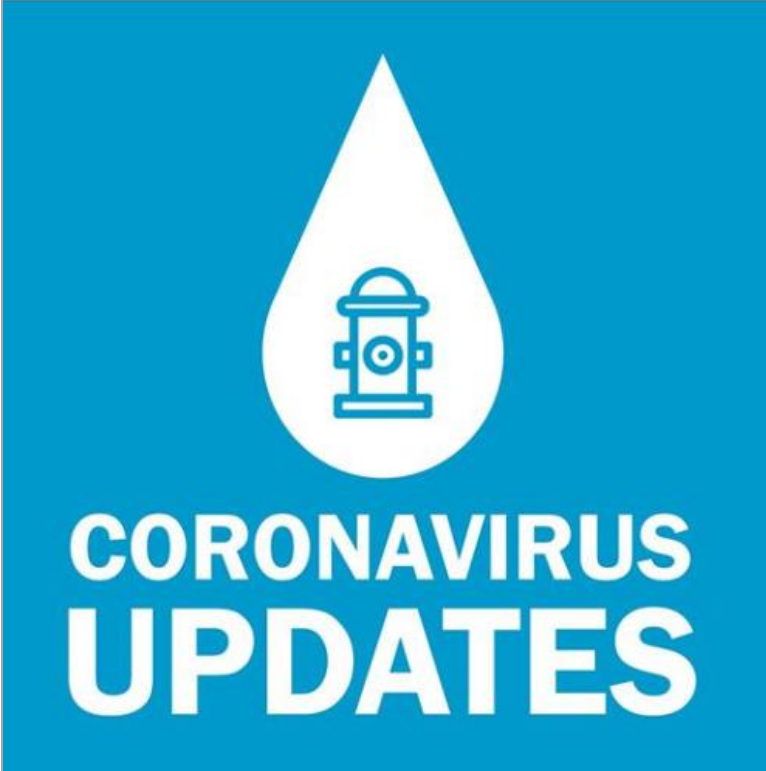
MAJOR WATER ASSOCIATIONS REASSURE PUBLIC ON SAFETY OF TAP WATER DURING COVID-19 OUTBREAK

National Association of Water Companies
March 17 · 🌐

PSA: Read this joint statement from NAWC, the American Water Works Association and the Association of Metropolitan Water Agencies on the safety of your tap #water amidst the COVID-19 outbreak: <https://bit.ly/2QE4A8v>

 **Pennsylvania American Water**
Published by Hootsuite [?] · March 19 · 🌐

In response to COVID-19, we're continuing the suspension of all water service shut offs due to nonpayment. We're also providing an update on how we're working to keep our employees safe during this time. ⚠️ Read more here 🖱️ <http://ow.ly/ouAt50yQgIG>



**CORONAVIRUS
UPDATES**

 **Pennsylvania American Water**
Published by Hootsuite [?] · March 22 · 🌐



THANKS TO OUR EMPLOYEES

We want to give a shout out to our employees who continue to keep the water flowing for our customers during these unprecedented times. **THANKS!**

 **PENNSYLVANIA
AMERICAN WATER**

 **Pennsylvania American Water**
Published by Hootsuite [?] · March 23 · 🌐

SAFETY TIP

Pennsylvania American Water has suspended shutoffs during the current health emergency. If contacted by a person claiming to represent Pennsylvania American Water and they are threatening to shut off your service, you can always hang up and call us back directly 855-669-8753. Spot the signs of a possible scam.


 **PENNSYLVANIA AMERICAN WATER**




 **Pennsylvania American Water**
Published by Hootsuite [?] · March 24 · 🌐

At Pennsylvania American Water, we're invested in our communities' water and wastewater systems. Which is why we'll continue outdoor work reading meters, operating valves, inspecting and flushing hydrants and performing other critical operational functions. We ask that members of the public do not approach our employees while they're performing work. We keep life flowing – so you can focus on your family's health and safety.




 **Pennsylvania American Water**
Published by Hootsuite [?] · March 27 · 🌐


**HAVE YOU TURNED TO “ALTERNATIVES”
BECAUSE OF THE TOILET PAPER SHORTAGE?**

and even
cotton rounds!


**TIP: Other paper products can clog your sewer
pipes and leave you with a nasty repair bill.**
Instead of flushing these items, throw them in the trash.




 **Pennsylvania American Water**
Published by Hootsuite [?] · March 31 · 🌐

Please and THANK YOU! 🙏 #TogetherWeCan #KeepLifeFlowing


**WORKING
FOR YOU!**




For your safety and the safety of our employees, please follow the social distancing recommendations issued by the CDC if we're performing essential work.




Pennsylvania American Water COVID-19 Response – Social Media Examples

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 4 · 🌐



We're committed to providing clean, safe, reliable & affordable water. As the EPA announced, Americans can continue to use and drink water from their tap as usual. To stay on top of updates and to find answers to FAQs, click here: <http://ow.ly/lwtr50z4piR>



 **Pennsylvania American Water**
Published by Hootsuite [?] · April 5 · 🌐


Pennsylvania American Water knows the importance of standing by our communities. In addition to suspending shut-offs and the restoration of previously shut-off customers, we are suspending late fees until further notice. We are also working with customers who are experiencing hardships including offering payment programs.


Learn more about our H2O: Help To Others program 🙌
<http://ow.ly/hPzq50z4tQn>



H2O Help to Others™
WASTEWATER SERVICE ASSISTANCE

- Grants of up to \$500 per year
- A 20 percent discount on the total wastewater charges



 About this website

YOUTUBE.COM
H2O - Help to Others
Sometimes customers face circumstances that stretch th... [Learn More](#)

Pennsylvania American Water COVID-19 Response – Social Media Examples

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 5 · 🌐

At Pennsylvania American Water, we're invested in our communities' water and wastewater systems. Which is why we'll continue outdoor work reading meters, operating valves, inspecting and flushing hydrants and performing other critical operational functions. We ask that members of the public do not approach our employees while they're performing work. We keep life flowing – so you can focus on your family's health and safety.



 **Pennsylvania American Water**
Published by Hootsuite [?] · April 9 · 🌐

You might be eating at home more these days, but don't be so quick to wash every dish right away. 💧 More water-saving practices here:
<http://ow.ly/UVv550yY4Oe>



Water Street Blog

Waiting for a full load of dishes can save the average family nearly 320 gallons of water!

Pennsylvania American Water COVID-19 Response – Social Media Examples

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 13 · 🌐

💧 Cohesion, adhesion & surface tension (oh my!) -- in today's #WonderOfWater series, we're learning about the properties of water through simple activities you can do at home.

🏆 How many drops of water can you put on a penny? Find out by playing the H2O Olympics!

📷 POST A PHOTO of your projects and don't forget to check back tomorrow at 12p for another water-related lesson or activity.... [See More](#)



YOUTUBE.COM
H2O Olympics
Learn about Adhesion, Cohesion, and surface tension in... [Learn More](#)

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 15 · 🌐


Find yourself doing more laundry these days? According to the EPA, a standard washing machine uses about 40 gallons of water per load. Want to save water and money? Try these tips:

- 💧 Reuse towels
- 💧 Only run full loads
- 💧 Use less hot water
- 💧 Skip the extra rinse cycle

More water and money-saving tips 🙌 <http://ow.ly/WygY50ze4KY>
#UseWaterWisely #TogetherWeCan #KeepLifeFlowing





It's National Laundry Day

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 16 · 🌐


Sometimes customers face circumstances that stretch their financial resources. Pennsylvania American Water is here to assist. Our customer service representatives will work with you on a plan to pay the balance of your bill over time. You might also be qualified to receive assistance through our H2O Help to Others Program™.


Learn more 🖱️ <http://ow.ly/gbd150zfx5t>





H2O Help to Others™
WASTEWATER SERVICE ASSISTANCE

- Grants of up to \$500 per year
- A 20 percent discount on the total wastewater charges


PENNSYLVANIA
AMERICAN WATER
WE KEEP LIFE FLOWING

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 21 · 🌐

In celebration of #EarthDay, we're highlighting some easy ways to help conserve the planet's most-precious resource: water. You can start by making small changes around your home. Take the pledge to make every day Earth Day and celebrate #EarthDayAtHome 🌍💚💧



WATER SAVING TIP

With more of us staying at home these days, here's a tip to reduce your water use. **Wait for a full load of dishes.** This can eliminate one load of dishes per week.

For more tips, visit pennsylvaniaamwater.com.

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 23 · 🌐


In celebration of #EarthDay, we're highlighting some easy ways to help conserve the planet's most-precious resource: water. You can start by making small changes around your home. Take the pledge to make every day Earth Day and celebrate #EarthDayAtHome 🌍💧💧



WATER SAVING TIP

With more of us staying at home these days, here's a tip to reduce your water use. **Turn off the water while shaving or brushing teeth.**

For more tips, visit pennsylvaniaamwater.com.

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 23 · 🌐

💧💧💧 We interrupt your #WFH routine to bring you this #EarthDayAtHome tip:

Conserve water and save up to 70 GALLONS by taking a 🚿 shower instead of a bath 🛁 ...

But wait, there's MORE!


... ⏰ time your shower to keep it under 5 minutes and you'll save up to ONE THOUSAND gallons of water each month! 🌍

To make it easy, we've put together a special shower playlist 🎵 of songs that are 5 minutes in length or less. So go ahead, pick a tune and sing like no one's listening!

Click here for the playlist 📌
<https://open.spotify.com/playlist/5YsRtswE7tSORNwcHENBM8...>

TIME YOUR SHOWER TO KEEP IT UNDER 5 MINUTES. YOU'LL SAVE UP TO 1,000 GALLONS PER MONTH

EVERY DROP COUNTS



 **Pennsylvania American Water**
Published by Hootsuite [?] · April 23 · 🌐

COVID-19 has hit Southeast PA particularly hard. That's why we're glad to be able to help several great organizations with relief efforts in Bucks, Chester, Delaware, and Montgomery Counties. Read more here:
<http://ow.ly/Cnim50zmT02>



 **Pennsylvania American Water**
Published by Hootsuite [?] · April 24 · 🌐

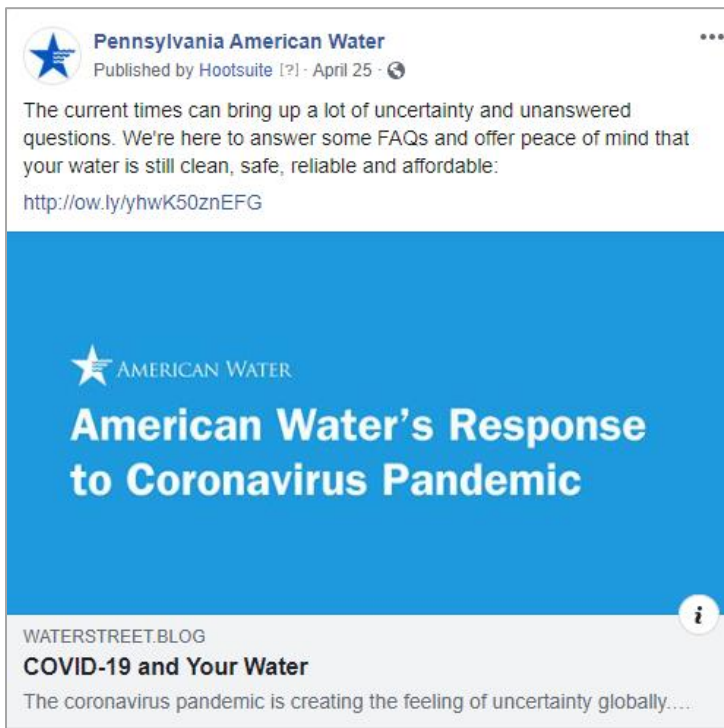
Small changes can make a big difference! Take the pledge to make every day Earth Day #EarthDayAtHome 🌍💚💧

WATER SAVING TIP

With more of us staying at home these days, here's a tip to reduce your water use. **Check your plumbing fixtures for leaks.** Small household leaks can add up to gallons of water lost every day. And, if you find any, fix them!

For more tips, visit pennsylvaniaamwater.com.







Pennsylvania American Water
Published by Hootsuite [?] · April 27 · 🌐

The Pennsylvania Public Utility Commission is urging consumers to understand the resources & options available to help keep utility service affordable during the COVID-19 pandemic. Consumers should contact their utilities for assistance before bills become past-due.
http://www.puc.pa.gov/about_puc/press_releases.aspx...



“MANAGING UTILITY BILLS DURING THE CORONAVIRUS CRISIS”

RESOURCES ⓘ

There are many resources available to keep utility bills affordable, but consumers need to speak up and explore options with their utilities.

CONSERVE 🌱

Energy usage makes up the largest portion of monthly utility costs for most consumers, so conservation can reduce the size of future energy bills.

CALL PUC ☎️

The PUC's Bureau of Consumer Services is available for questions and consumer complaints. Call 1-800-692-7380 or online at www.puc.pa.gov

Utility Customer Assistance Programs (CAPs)

CAPs offer discounted bills for qualifying low-income customers. If your family income has dropped because of the coronavirus emergency, it's possible that CAPs could reduce your monthly utility bill. If you're currently in a CAP and your income has dropped further, you may now qualify for an even lower payment.

Other Options to Help with Bills

BUDGET BILLING - Annual utility costs are averaged over 12 months so bills don't jump up or down from month to month.

PAYMENT PLANS - Help customers address past-due utility bills or delinquent balances over a period of time.

HARDSHIP FUNDS - Financial assistance programs supported by utilities and donations from utility customers, along with non-profit and charitable organizations operating in the Commonwealth.

LIFELINE for Phone & Internet Services

Contact your telephone company or a participating wireless services provider about Lifeline, a federal financial support program that helps eligible low-income consumers and households to keep their telephone and internet access services.

Pennsylvania American Water COVID-19 Response – Social Media Examples

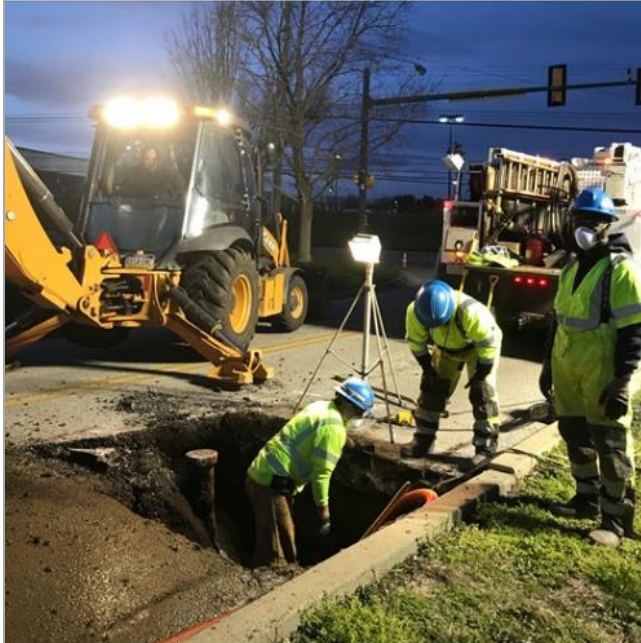
Pennsylvania American Water
Published by Hootsuite [?] · April 27 · 🌐

So many things have changed over the past few weeks, but one thing will always remain the same: our commitment to bringing you clean, reliable water service. Thank you to all of our employees for your dedication and resilience during this difficult time. #TogetherWeCan #KeepLifeFlowing



Pennsylvania American Water
Published by Hootsuite [?] · April 28 · 🌐

Thanks to our field employees who continue to keep the water flowing in these times. We're beyond proud. If you see our employees performing essential work, shout a thank you and please continue to follow the CDC's social distancing recommendations. #TogetherWeCan #KeepLifeFlowing



 **Pennsylvania American Water**
Published by Hootsuite [?] · April 29 · 🌐

In light of the Commonwealth's announced plans for phased reopening, we encourage building owners and operators to adopt a proactive approach to restarting their building water systems that includes flushing stagnant water from facility pipes. This helpful guide is part of our continued commitment to keeping our customers informed as we continue to deliver, clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency. Read more and download this 1-pager here:
<http://ow.ly/V6I550zslgW>



HAS YOUR FACILITY BEEN CLOSED FOR WEEKS? FLUSH THE PIPES.

 **Pennsylvania American Water**
Published by Hootsuite [?] · April 30 · 🌐

For more information about our assistance programs, visit:
<http://ow.ly/VYxj50ztnDC>




HELPING CUSTOMERS IN NEED

Sometimes customers face circumstances that stretch their financial resources. Pennsylvania American Water offers a low-income program for customers who qualify. Learn more at pennsylvaniaamwater.com. Under **Customer Service & Billing**, select **Low Income Program**.


Pennsylvania American Water COVID-19 Response – Social Media Examples





 **Pennsylvania American Water**
Published by Hootsuite [?] · May 12 at 12:25 PM · 🌐

Sometimes customers face circumstances that stretch their financial resources. Pennsylvania American Water is here to assist. Our customer service representatives will work with you on a plan to pay the balance of your bill over time. You might also be qualified to receive assistance through our H2O Help to Others Program™.


Learn more 🖱️ <http://ow.ly/gbd150zfX5t>




H2O Help to Others™
WASTEWATER SERVICE ASSISTANCE



- Grants of up to \$500 per year
- A 20 percent discount on the total wastewater charges


PENNSYLVANIA AMERICAN WATER
WE KEEP LIFE FLOWING


 **Pennsylvania American Water**
Published by Hootsuite [?] · May 12 at 8:30 PM · 🌐

We're proud to support local organizations that have been working tirelessly to help families during this challenging time. Pennsylvania American Water recently donated \$25,000 to the Greater Pittsburgh Community Food Bank. The money will help support the food bank's COVID-19 relief efforts and purchase 125,000 meals. #TogetherWeCan #KeepLifeFlowing

Learn more 🖱️ https://amwater.com/.../news-community/pa_news_feed/id/5758328




THANK YOU

 **Pennsylvania American Water**
Published by Hootsuite [?] · May 14 at 3:02 PM · 🌐

As always, Pennsylvania American Water is committed to providing clean, safe, reliable & affordable water.

IS MY TAP WATER SAFE TO DRINK?


According to the U.S. Environmental Protection Agency (U.S. EPA), the risk to water supplies is low based on current evidence. The U.S. EPA has also relayed that, “Americans can continue to use and drink tap water as usual.”

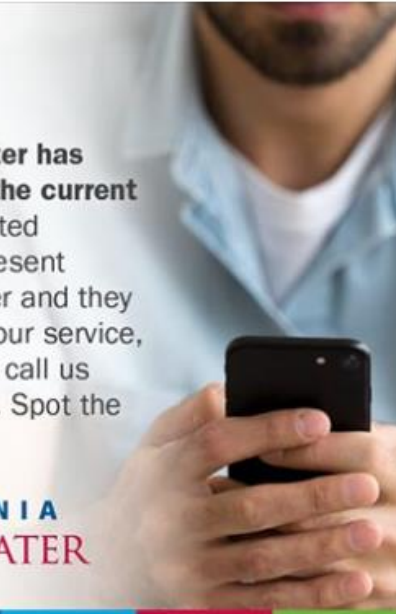
 **Pennsylvania American Water**
Published by Hootsuite [?] · May 15 at 10:05 AM · 🌐

🚫 Spot the signs of a possible scam 🚫


SAFETY TIP

Pennsylvania American Water has suspended shutoffs during the current health emergency. If contacted by a person claiming to represent Pennsylvania American Water and they are threatening to shut off your service, you can always hang up and call us back directly 855-669-8753. Spot the signs of a possible scam.

 **PENNSYLVANIA AMERICAN WATER**




Pennsylvania American Water COVID-19 Response – Social Media Examples

 **Pennsylvania American Water**
Published by Hootsuite [?] · May 24 at 11:15 AM · 🌐

Earlier this week, representatives from Pennsylvania American Water joined members of the Pittsburgh Black Elected Officials Coalition for a live town hall to discuss utility companies during and after COVID-19.

You can find a copy of the Utility Resources Guide 👉
<https://drive.google.com/open...>



The poster features a blue background with a white and red logo at the top that reads "PITTSBURGH BLACK ELECTED OFFICIALS COALITION". Below the logo, the text reads "PBEOC TOWN HALL" in large white letters, followed by "UTILITIES DURING & AFTER COVID-19" in smaller red letters. The date and time are listed as "THURSDAY, MAY 21, 2020" and "5:30 P.M. TO 6:30 P.M.". At the bottom, it says "JOIN US ON FACEBOOK LIVE" and provides the URL "WWW.FACEBOOK.COM/PITTSBURGHBLACKOFFICIALS".

 **Pennsylvania American Water**
Published by Hootsuite [?] · May 27 at 3:43 PM · 🌐

Pennsylvania American Water Scranton employees Mark Baloh, Chrissy Stanishefski, Rella Dempsey, and Susan Turcmanovich volunteered at the Friends of the Poor Scranton food distribution at PNC Field. Volunteering in our community is one more way we #KeepLifeFlowing #TogetherWeCan



The main image is a large photo of three women wearing blue surgical masks and green t-shirts. One woman in the center is also wearing a green visor with sunglasses. Below this main image are three smaller, square photos showing volunteers in green shirts and blue masks working at a food distribution table, handling boxes and supplies.

 **Pennsylvania American Water**
Published by Hootsuite [?] · June 1 at 8:45 PM · 🌐

Now, more than ever, it's important to make sure a call or email is really coming from your utility company. Our latest Water Street blog offers tips to help avoid scams, fraud and protect your personal data during a crisis and beyond.

<http://ow.ly/1tzq50zVBEy>



AVOID COMMON UTILITY SCAMS

Whether it's a phone call, text, email or person standing at your door, **be skeptical and always verify who you are talking to.**

READ MORE ON THE WATER STREET BLOG

WATERSTREET.BLOG

Avoiding Opportunistic Utility Scams

Often emergency events can provide scammers an opportunity to make...

 **Pennsylvania American Water**
Published by Hootsuite [?] · June 2 at 8:00 PM · 🌐

The sun is shining and the grass is growing! Try this water-saving tip the next time you mow the lawn ☀️🌱💧



SAVE WATER

Set your lawn mower one notch higher to make your lawn more drought-tolerant.