



**Susan Simms Marsh**

Deputy General Counsel

852 Wesley Drive | Mechanicsburg, PA 17055

Phone: 717-550-1570 | Fax: 717-550-1255

E [susan.marsh@amwater.com](mailto:susan.marsh@amwater.com)

**VIA** e-Filing

December 15, 2020

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

**Re: Temporary Reporting Requirements: At-Risk Accounts  
Docket No. M-2020-3019244**

Dear Secretary Chiavetta:

In response to Ordering Paragraph 2 of the Pennsylvania Public Utility Commission's Order entered October 13, 2020, at the above-referenced docket, Pennsylvania-American Water Company is providing the enclosed At-Risk Accounts report as requested in Paragraph 9 of the Order. The report provides the total number of residential and non-residential accounts at risk of termination, and the total aggregate dollars of arrears, broken down by the same account categories, as applicable to the month of November, 2020 and for the same month the year prior.

If you have any questions, please contact me.

Sincerely,

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

Susan Simms Marsh

eth

Enclosure



**Temporary Reporting Requirements: At-Risk Accounts**  
**Docket No. M-2020-3019244**

1. Total number of a Residential and Non-Residential accounts at risk of termination at the end of the month and for the same month the year prior.

**Response:**

Please refer to the chart below for the requested information.<sup>1</sup>

	November 2019	November 2020
Residential	9,572	35,284
Non-Residential	644	1,469

2. Total aggregate dollars of arrears, broken down by the same account categories, at the end of the month and for the same month the year prior.

**Response:**

Please refer to the chart below for the requested information. “Arrears” include amounts that are not subject to collections activity; for example, installment plans are included in arrears but are not subject to collections activity.

	November 2019	November 2020
Residential	\$22,583,800	\$34,071,218
Non-Residential	\$3,848,140	\$5,837,946

3. The number of residential and non-residential accounts disconnected for non-payment with dollar amounts owed.

**Response:**

Not applicable.

---

<sup>1</sup> The significant reduction in the number of accounts compared to the Company’s October 15, 2020 response is because accounts protected by the winter moratorium would not show up on either the 2019 or the 2020 report for November.