



**Susan Simms Marsh**

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**VIA** e-Filing

February 15, 2021

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 January, 2021 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

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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.

	January 2020	January 2021
Residential	6,232	33,299
Non-Residential	506	1,651

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.

	January 2020	January 2021
Residential	\$24,949,526	\$39,348,474
Non-Residential	\$4,292,887	\$7,484,122

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

**Response:**

Not applicable.