



Susan Simms Marsh

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VIA e-Filing

July 30, 2021

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

**Re: Utility Quarterly Reporting Requirements
Docket No. M-2020-3019244**

Dear Secretary Chiavetta:

Pennsylvania-American Water Company filed its utility quarterly report for at-risk accounts on July 15, 2021 and provided a revised report on July 23, 2021. At the request of the Bureau of Consumer Services, the Company has revised the vintage headings to the chart provided in response to Question 2. The totals were not impacted. Enclosed is a revised utility quarterly report.

If you have any questions, please contact me.

Sincerely,

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

Susan Simms Marsh

Enclosure

**Utility Quarterly Reporting Requirements
Docket No. M-2020-3019244**

1. Total number of 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.

	Residential	Non-Residential
April 2019	15,164	801
April 2020	29,778	1,486
April 2021	8,100	672
May 2019	16,188	761
May 2020	29,903	1,641
May 2021	4,158	332
June 2019	13,996	706
June 2020	34,796	1,567
June 2021	4,015	494

2. Total aggregate dollars of arrears, by Residential and Non-Residential accounts, 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.

	30-60 days*	61-90 days	> 90 days	Total
Residential				
April 2019	\$8,164,193	\$1,721,065	\$12,934,679	\$22,819,936
April 2020	\$9,221,094	\$2,158,822	\$14,699,322	\$26,079,238
April 2021	\$9,426,467	\$2,775,205	\$24,926,563	\$37,128,235
May 2019	\$9,317,624	\$1,912,082	\$13,099,138	\$24,328,844
May 2020	\$8,697,732	\$2,768,691	\$15,213,923	\$26,680,347
May 2021	\$8,547,104	\$2,997,621	\$25,833,800	\$37,378,524

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June 2019	\$8,244,049	\$2,080,356	\$13,551,820	\$23,876,225
June 2020	\$8,147,659	\$2,241,926	\$16,073,737	\$26,463,322
June 2021	\$9,780,754	\$2,643,901	\$26,811,758	\$39,236,412
	30-60* days	61-90 days	> 90 days	Total
Non-Residential				
April 2019	\$1,139,306	\$205,634	\$1,375,661	\$2,720,601
April 2020	\$3,101,675	\$353,324	\$1,890,478	\$5,345,477
April 2021	\$2,785,566	\$590,739	\$3,801,900	\$7,178,204
May 2019	\$1,537,496	\$201,905	\$1,379,037	\$3,118,438
May 2020	\$2,949,686	\$588,109	\$1,965,890	\$5,503,685
May 2021	\$2,346,115	\$497,411	\$3,777,596	\$6,621,122
June 2019	\$2,054,391	\$248,186	\$1,415,192	\$3,717,769
June 2020	\$3,032,868	\$392,876	\$2,150,424	\$5,576,167
June 2021	\$2,570,061	\$413,497	\$3,700,373	\$6,683,930

*Total aggregate dollars of arrears includes amounts that are less than 30 days past due. At the request of the Bureau of Consumer Services, these amounts have been added to the respective month's 30-60 day amounts.

- Total number of Residential and Non-Residential accounts disconnected for non-payment with dollar and amounts owed.

Response:

Please refer to the chart below for the requested information.

	Residential		Non-Residential	
	Amt. Owed	No. of Accts	Amt. Owed	No. of Accts
April 2019	\$1,403,510	3,176	\$91,337	118
April 2020	\$0	0	\$0	0
April 2021	\$2,705,055	1,914	\$221,556	56
May 2019	\$1,265,291	3,269	\$91,130	85
May 2020	\$0	0	\$0	0
May 2021	\$1,984,471	1,744	\$109,132	69



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June 2019	\$846,245	2,900	\$96,271	118
June 2020	\$0	0	\$0	0
June 2021	\$1,051,723	1,905	\$224,633	138