



Susan Simms Marsh
Deputy General Counsel
852 Wesley Drive | Mechanicsburg, PA 17055
Phone: 717-550-1570 | Fax: 717-550-1255
susan.marsh@amwater.com

VIA eFiling

October 15, 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 is providing the enclosed utility quarterly report for at-risk accounts as requested in Paragraph 9 of the Pennsylvania Public Utility Commission's Order entered October 13, 2020, Ordering Paragraph 2, and further modified by Order entered March 18, 2021, at the above-referenced docket. The report provides the total number of residential and non-residential accounts at risk of termination, the total aggregate dollars of arrears for residential and non-residential accounts (further defined by vintage), and the total number of residential and non-residential accounts disconnected for non-payment with dollar amounts owed.

The report is provided for the months of July, August and September for Years 2019-2021.

If you have any questions, please contact me.

Sincerely,

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

Susan Simms Marsh

Enclosure



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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
July 2019	13,343	678
July 2020	37,870	1,494
July 2021	11,274	704
August 2019	16,180	767
August 2020	38,426	1,514
August 2021	12,335	632
September 2019	18,410	905
September 2020	45,456	1,768
September 2021	10,989	561

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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				
July 2019	\$8,346,736	\$2,018,414	\$13,774,784	\$24,139,934
July 2020	\$7,279,345	\$1,902,001	\$16,857,019	\$26,038,365
July 2021	\$9,817,270	\$1,934,483	\$27,220,948	\$38,972,701
Aug. 2019	\$9,668,549	\$1,752,131	\$13,565,111	\$24,985,791
Aug. 2020	\$9,632,957	\$2,503,292	\$17,687,818	\$29,824,067
Aug. 2021	\$7,661,051	\$2,085,212	\$26,505,929	\$36,252,192
Sept. 2019	\$7,547,106	\$1,929,928	\$13,294,581	\$22,771,615
Sept. 2020	\$10,935,319	\$1,937,290	\$18,807,679	\$31,680,288
Sept. 2021	\$7,619,757	\$1,642,765	\$26,150,487	\$35,413,009

	30-60* days	61-90 days	> 90 days	Total
Non-Residential				
July 2019	\$2,259,706	\$171,423	\$1,394,907	\$3,826,036
July 2020	\$2,957,494	\$569,754	\$2,321,063	\$5,848,311
July 2021	\$2,519,327	\$274,742	\$3,629,550	\$6,423,619
Aug. 2019	\$1,943,062	\$571,299	\$1,321,273	\$3,835,634
Aug. 2020	\$2,795,679	\$1,111,899	\$2,444,662	\$6,352,240
Aug. 2021	\$2,928,252	\$353,597	\$3,433,593	\$6,715,442
Sept. 2019	\$1,568,523	\$162,909	\$1,723,317	\$3,454,749
Sept. 2020	\$2,674,850	\$467,362	\$2,401,945	\$5,544,157
Sept. 2021	\$2,897,836	\$187,133	\$3,364,861	\$6,449,830

*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.

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3. 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
July 2019	\$912,241	2,936	\$45,617	116
July 2020	\$0	0	\$0	0
July 2021	\$853,805	2,092	\$227,751	141
August 2019	\$750,321	2,899	\$93,646	92
August 2020	\$0	0	\$0	0
August 2021	\$1,083,312	4,366	\$101,022	153
Sept. 2019	\$727,678	2,341	\$52,497	62
Sept. 2020	\$0	0	\$0	0
Sept. 2021	\$750,157	2,870	\$112,264	110