PENNSYLVANIA AMERICAN WATER

Escanee aquí para obtener una copia de esta carta en español o comuníquese con nuestro centro de llamadas para obtener asistencia con la traducción.

We're proud to be your new wastewater service provider.

Dear Valued Customer,

We are pleased to share that Pennsylvania American Water completed the acquisition of Sutersville-Sewickley Municipal Sewage Authority's (SSMSA) wastewater system on August 13, 2026. As a trusted provider of safe, clean, reliable and affordable water and wastewater service to communities across the state, we look forward to delivering the same high-quality service to you.

We proudly serve customers in more than 430 communities, including several in the surrounding Allegheny, Armstrong, Butler, Fayette, Indiana and Washington counties. Our team of experts works hard to earn our customers' trust and satisfaction. In fact, many of our employees are also Pennsylvania American Water customers.

We believe in investing in our infrastructure. Last year alone, we invested $722 million to improve our water and wastewater treatment and pipeline systems. Locally, Pennsylvania American Water plans to invest approximately $700,000 in the first five years of ownership to improve the quality and reliability of service.

There will be changes to your current wastewater rates. Prior to the acquisition, SSMSA aligned its rates with the Pennsylvania American Water rates in effect at that time, which results in a lower monthly bill for customers with average household usage. All other fees will be applied to your bill in accordance with Pennsylvania American Water's tariff approved by the Pennsylvania Public Utility Commission (PUC).

Will I continue to be billed [monthly/quarterly]?
Yes. Here's how the billing transition will work: You will receive your first bill from Pennsylvania American Water for wastewater service in September. The first bill may be prorated and will cover wastewater service charges from August 14 through Pennsylvania American Water's first bill date in September. You will be billed monthly thereafter. Please note: Volumetric wastewater charges will continue to be billed quarterly and will appear on your February, May, August and November bills. [CCA: Note this different than when SSMSA billed these charges, because they billed for usage a month later than when the data was received.]

Once you receive your account number, you can manage your account easily online at amwater.com/mywater—view and pay your bill, enroll in Auto Pay and Paperless Billing, update your contact information and alert preferences, start or stop service, report emergencies or set up budget billing or an installment plan. We offer a variety of payment options, including Auto Pay, online or phone payments, mail and in-person payments at authorized locations, including:

- **Dollar General:** 160 Mt Pleasant Rd, West Newton
- **Dollar General:** 110 Georges Lane, Rostraver Township
- **Dollar General:** 420 Scenery Drive, Elizabeth

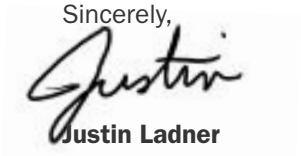
At Pennsylvania American Water, we have programs and resources for customers facing financial hardship. Through our H2O Help to Others Program™, residential customers who qualify can receive grants of up to $500 a year and discounts on the monthly service fees and volumetric charges for their water and wastewater bills. In addition, we offer budget billing, installment plans and more to customers who qualify. See other side for more information.

To stay informed, we encourage you to update your contact information and emergency alert preferences through MyWater. You can also report issues anytime at emergency.amwater.com.

> **Property managers:** If your tenants are not direct customers, please encourage them to sign up for our alerts at AWCodeRed.com or by texting WATER to 24639.

It's a privilege to help keep your life flowing—thank you for welcoming us into your community. Learn more at pennsylvaniaamwater.com/Sutersville-Sewickley.

Sincerely,



Justin Ladner
President, Pennsylvania American Water

PENNSYLVANIA AMERICAN WATER

Having trouble paying your monthly bills?

A helping hand for customers in need.

- **Financial Assistance**

  Through our **H2O Help to Others Program™**, we offer financial assistance to help customers who qualify pay their Pennsylvania American Water bill. Program participation is subject to income verification.

Water Assistance
• **Grant(s) of up to a maximum amount of $500 per year per household.** Customers must have a household income at or below 250% of the Federal Poverty Income Guidelines (FPIG). • A **30% to 90% discount** on the monthly service fee and a **20% to 80% discount** on the monthly volumetric charges. Customers must have a household income at or below 200% of the FPIG. • **Arrearage Forgiveness** to help customers who qualify pay off their past due account balance. • Water-saving devices and education.
Wastewaterater Assistance
• **Grant(s) of up to a maximum amount of $500 per year per household.** Customers must have a household income at or below 250% of the Federal Poverty Income Guidelines (FPIG). • A **37% to 85% discount** on the total wastewater charges. Customers must have a household income at or below 200% of the FPIG. • **Arrearage Forgiveness** to help customers who qualify pay off their past due account balance.

Scan here to learn more about our customer assistance programs

- **Need help?** Pennsylvania American Water's H2O Help to Others Program is administered by Dollar Energy Fund, an independent, non-profit organization established to help those in need. To learn more or to see if you qualify, contact Dollar Energy Fund at 1-888-282-6816, or visit **pennsylvaniaamwater.com/H2O**. Visit https://www.hardshiptools.org/AgencyFinder.aspx to find local agencies that partner with Dollar Energy Fund.

- **Other bill paying assistance programs**
  - **Budget Billing** helps make managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes.
  - **Installment Plans** help to extend the time you have to pay a past due balance. Payment arrangements are also available for commercial customers who qualify. To learn more, contact our customer service center.
  - **Preferred Due Date** enables eligible customers to adjust their due date.

  To see if you are eligible or to enroll in the above programs, visit MyWater at **amwater.com/mywater**. In the **Payment Assistance** box, click **See All Options**. You can also contact our Customer Service Organization.

Para obtener información sobre nuestros programas de asistencia a los clientes en español, visite pennsylvaniaamwater.com. *Seleccione Programas de asistencia para clientes en Servicio al cliente y facturación. Pennsylvania American Water también brinda servicios de traducción al español a través del Servicio al cliente. Llame al 1-800-565-7292.*

Pennsylvania American Water
852 Wesley Drive,
Mechanicsburg, PA 17055
1-800-565-7292
pennsylvaniaamwater.com

Pennsylvania Office of Consumer Advocate (OCA)
555 Walnut Street, 5th Floor Forum Place, Harrisburg, PA 17101
Phone: 1-800-684-6560
Email: consumer@paoca.org
www.oca.pa.gov
OCA is an independent state agency that represents the interests of Pennsylvania utility consumers before the PUC. Led by a Consumer Advocate with a staff of consumer service representatives, attorneys, and analysts, the OCA is available to help consumers who have questions or problems with their water or wastewater service.

Pennsylvania Office of Small Business Advocate (OSBA)
555 Walnut Street, 1st Floor Forum Place, Harrisburg, PA 17101
Phone: 717-783-2525
Email: OSBA@pa.gov
www.osba.pa.gov
OSBA is an independent state agency that represents the interests of small business consumers before the PA PUC. If you are a small business owner/representative with 250 employees or less and have questions or concerns about your service or need assistance working directly with your water or wastewater provider, please contact the OSBA, we're here to help.