

UNITED WATER
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HARRISBURG, PA 17111
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WWW.UNITEDWATER.COM

RECEIVED

2009 APR 27 PM 2:47

INDEPENDENT REGULATORY
REVIEW COMMISSION



2743

April 20, 2009

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
2nd Floor North
Harrisburg, PA 17120

RECEIVED
2009 APR 20 PM 12:29
PA PUC
SECRETARY'S BUREAU

Re: Rulemaking to Amend the Provisions of 52 Pa. Code, Chapter 56 to Comply with the Provisions of 66 Pa. C.S., Chapter 14; General Review of Regulations, Docket No. L-00060182

Dear Secretary McNulty:

Enclosed for filing please find an original and three copies of United Water Pennsylvania and United Water Bethel's comments regarding the above Docket.

Please call if you have any questions.

Sincerely,

A handwritten signature in black ink that reads 'John D. Hollenbach'. The signature is written in a cursive style with a large initial 'J'.

John D. Hollenbach
General Manager and Vice President

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PA PUC
SECRETARY'S BUREAU

Re: Rulemaking to Amend the Provisions of 52 Pa. Code, Chapter 56 to Comply with the Provisions of 66 Pa. C.S., Chapter 14; General Review of Regulations, Docket No. L-00060182

1. The scope and description of current eBilling programs

- United Water PA introduced paperless eBilling services for customers in March 2009. Customers can enroll for paperless eBilling via phone, letter or on our website at www.unitedwater.com. If unsure, a customer can opt to take part in a trial of the eBilling service for two billing periods. During this trial the customer will receive both a paper and eBill. At the end of the trial period the customer will automatically revert to eBill only unless they decide to unsubscribe from the service. All disconnection notices for non-payment are sent via paper bill. As an incentive to enroll in eBilling, customers can pay their bill online via their bank account free of charge. Otherwise there is a \$3 processing fee which is paid to Western Union.

2. The current levels of participation in current eBilling programs

- UWPA bills monthly and has a total of 56,235 billable customers. As of April 10, 2009 3,709 customers are receiving paperless eBills; however, 1,523 of these customers have already opted to turn off their paper bill.
- UW Bethel bills quarterly and has a total of 2,348 billable customers. As of April 10, 2009 96 customers are receiving paperless eBills and none have opted out so far.

3. Any changes in tariffs

- We have not and were not planning to make any changes to the tariff. The eBill is exactly the same format as the paper bill and all bill due dates and collection rules etc have not changed.

4. Any changes to eBilling program since inception

- UWPA and UW Bethel began their eBill program in March of 2009. We have not made any changes to the program since it has begun.

5. Information that was or will be contained in bill inserts and other communications.

- In 2008 we promoted eBilling via bill insert. Since the service was introduced we have added a bill message to all paper bills promoting the service and also have included many references to eBilling on our new website. I have included pdf copies of the bill insert that was sent and also an eBilling FAQ which is available on our website also.

6. Any other concerns

- There are many positives relating to eBilling services from a customer service perspective, environmental and cost. We would simply encourage companies to choose eBilling partners carefully and ensure that they have integrated solid security measures and also visible and real-time tracking mechanisms.



Attn: [REDACTED]

United Water would like to introduce you to our new eBilling service. Now you can view, pay and file your bill quickly and securely. Since it's a paperless process, you will help protect the environment for generations to come. By trying eBilling, you can help us reduce the environmental impact of the 4.6 million paper bills we send annually to our customers throughout the nation.

How it works

Our new service allows us to send bills directly into your email inbox. The eBill will look exactly like your current paper bill and all bill inserts will be included for your information. The eBill has the added benefit of allowing you to pay the bill directly from your bank account with no charge.

We would like you to try this new service for a trial period. You will receive both a paper bill and an eBill for the next two billing periods. Your third bill will be sent to you electronically only. If at any time you would like to unsubscribe from this service, please click on the 'unsubscribe' link below and the eBilling trial will be cancelled.

If you decide that you're happy with the eBilling service, you can click on the 'Turn paper off now' button at any time. As soon as you hit that button, you join millions of customers across the USA committed to protecting our environment for generations to come.

TURN PAPER OFF NOW

Our promise to you

- Your email address will never be shared with any external parties and will only be used for the purposes of sending you your bills and notifying you of water supply disruptions.
- You can revert to paper billing at any time, by simply clicking the 'unsubscribe' link below.
- If, for any reason, your eBill does not reach you, United Water will automatically generate a paper bill, giving you total peace of mind that you will never miss a bill.

United Water is committed to delivering total satisfaction with this solution. Simply add eBill@unitedwater.com to your address book to contribute to protecting the environment, and do not hesitate to contact us with any questions. Thank you again for helping us protect the environment.

Yours sincerely,

Lynne Allaker

Vice President, Customer Service



Here's how eBilling helps the environment

Throughout United Water's nationwide operations, we send over 4.6 million paper bills to our customers every year. As a result, these paper bills have a dramatic impact on the environment:

- 119.5 tons of paper are used
- 239 tons of trees are destroyed
- Over 1.9 million gallons of water is used
- 604,431 pounds of greenhouse gases are emitted

By receiving eBills, you are helping us reduce the annual environmental impact of our paper billing service.

» You may contact us at:

United Water Pennsylvania
Customer Service Center
8189 Adams Drive
Hummelstown, PA 17036

Tel: 888-299-8972
Fax: 717-920-6066
Website: www.unitedwater.com
Email: ebill@unitedwater.com

Please add eBill@unitedwater.com to your address book.
Unsubscribe Instructions

This email was sent to [REDACTED] you do not wish to receive these emails please [unsubscribe](#).

POWERED BY STRATA



Attn: [Redacted]

VERIFY YOUR DETAILS

Thank you for signing up for United Water's eBilling service. Now you can view, pay and file your bill quickly and securely.

You can expect to receive your first eBill during your next billing period.

The eBill will be delivered directly to your email inbox, and will allow you to pay securely from within the email. The eBill has the added benefit of allowing you to pay the bill directly from your bank account at no charge. As you have signed up for a trial of this service, you will receive both a paper bill and an eBill for the next two billing periods. Your third bill will be sent to you electronically only.

To: [Redacted]
Account Number ending...1531
Service Street Address:
[Redacted]
Mailing Street Address:
[Redacted]

If you would like to turn your paper bills off immediately, please click the 'Turn paper off now' button below:

Our promise to you

- Your email address will never be shared with any external parties and will only be used for the purposes of sending you your bills and notifying you of water supply disruptions.
- If, for any reason, your eBill does not reach you, United Water will automatically generate a paper bill, giving you total peace of mind that you will never miss a bill.

United Water is committed to delivering total satisfaction with this solution. Simply add eBill@unitedwater.com to your address book, and do not hesitate to contact us with any questions. If you wish to continue to receive paper bills, you can unsubscribe from the link below at any time.

Thank you for helping us protect the environment.

Yours sincerely,

Lynne Allaker
Vice President, Customer Service

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8189 Adams Drive
Hummelstown, PA 17036

Tel: 888-299-8972
Fax: 717-920-6066
Website: www.unitedwater.com
Email: uwpquestions@unitedwater.com

Please add eBill@unitedwater.com to your address book.

Unsubscribe Instructions

This email was sent to [Redacted] if you do not wish to receive these emails please [unsubscribe](#).



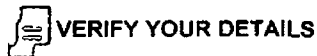
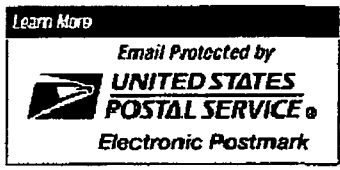
Attn: [REDACTED]

Thank you for authorizing your payment to United Water on 04/06/2009. Details regarding the transaction appear below:

Payment Date: 04/06/2009
Payment Confirmation Number: 281494
Payment Amount: \$30.14
Financial Account: [REDACTED]

If you have a question about your payment, you may contact a United Water customer service representative at 888-299-8972 for assistance.

United Water



To: [REDACTED]
Account Number ending.. [REDACTED]

» You may contact us at:

United Water Pennsylvania
Customer Service Center
8189 Adams Drive
Hummelstown, PA 17036

Tel: 888-299-8972
Fax: 717-920-6066
Website: www.unitedwater.com
Email: uwpquestions@unitedwater.com

Please add eBill@unitedwater.com to your address book.

Unsubscribe Instructions
This email was sent to [REDACTED]. If you do not wish to receive these emails please [unsubscribe](#).

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**REGISTER FOR
PAPERLESS
eBILLING NOW!**



Go Paperless
eBilling

United Water Pennsylvania
8189 Adams Drive
Hummelstown, PA 17036
717.564.3662;
Toll-Free 888.299.8972
www.unitedwater.com

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eBilling