



P.O. Box 578 Alton, IL 62002

10/25/2016

Jeff [REDACTED]  
304 [REDACTED]  
Reading, PA 19608-1019

**For Service To:**  
Account Number: 1024-210033238398  
Service Address: 304 [REDACTED]  
Reading, PA 19608-1019

Dear J [REDACTED]

**3 DAY SHUT OFF NOTICE NON ACCESS**

We have tried to reach you many times in an attempt to gain access to your home to change your meter or install a new reading device. We have not received a response from you. Thus, as a result, we are forced to shut off water service to your property at 3049 Octagon Ave on or after 8:00 a.m. on Monday, October 31st. To avoid the termination of service, you must do the following at once: Call Pennsylvania American Water at 1-800-565-7292 to set up a time for us to change your meter.

**MEDICAL EMERGENCY NOTICE IF SOMEONE IN YOUR HOME HAS A SERIOUS ILLNESS OR A MEDICAL CODITION, WE WILL NOT SHUT OFF YOUR SERVICE AS LONG AS THE CONDITION EXISTS. YOU MUST, HOWEVER, DO THE FOLLOWING TO AVOID TERMINATION: 1) Call Pennsylvania American Water at 1-800-565-7292 before October 31st to notify of the medical condition and arrange a time for us to change your meter. 2) Have a doctor certify in writing that the illness exists and that the person will be in danger if you do not have water service. If we shut off your water, you may have to pay the following charges to have your water turned back on, \$30.00**

If you have any questions or need more information, please call us at 1-800-565-7292. If you are not satisfied after you talk to us, you may file a complaint with the Pennsylvania Public Utility Commission by calling 1-800-692-7380 toll free, or by writing to P.O. Box 3265, Harrisburg, PA 17105-3265. The Pennsylvania Public Utility Commission will delay the shut off if you file the complaint before the shut off date.

Sincerely,

American Water Customer Service

Customer Service: M-F 7am to 7pm Emergency: 24/7: 1-800-565-7292

[www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com)