



# KNOW YOUR RIGHTS

**Bloomsburg Operation**  
(Columbia and Schuylkill Counties)  
888-299-8972

**Dallas Operation**  
(Luzerne and Wyoming Counties)  
888-299-8972

**Harrisburg Operation**  
(Dauphin, Perry and York Counties)  
717-564-3662

**Mechanicsburg Operation**  
(Cumberland County)  
717-564-3662

Send all correspondence to:  
**United Water Pennsylvania**  
8189 Adams Drive  
Hummelstown, PA 17036

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## AS A RESIDENTIAL UTILITY CUSTOMER YOU HAVE A RIGHT TO KNOW

- How to tell if your bill is too high.
- How to question or disagree with your utility company.
- When you may have to pay a security deposit.
- That you may have to pay for utility service, even after you move.
- When your utility bill is estimated.
- That you can be your own meter reader.
- What to do if you cannot pay your utility bill.
- When your utility service can be shut off.
- About penalty charges for late payment.

## AS A CUSTOMER YOU HAVE A RESPONSIBILITY TO KNOW YOUR RIGHTS

As a customer, you have a responsibility to know your rights—to know how you may obtain the best service from your utility.

*“Your Rights and Responsibilities as a Utility Consumer”* is a booklet that explains United Water Pennsylvania billing, credit, dispute handling and termination practices. We can provide you with this booklet and answer any other questions or complaints about utility services.

If you have a problem or a complaint, please call us first. We are here to serve you and will strive to answer your questions and handle your concerns. If we cannot satisfy you, this booklet also contains the telephone number of the Pennsylvania Public Utility Commission’s Bureau of Consumer Services, to which you may turn for additional assistance.

Simply fill out the attached form and return it with your bill so you can receive the booklet and know the best way to use your utility service. You can also e-mail us at [uwpaquestions@unitedwater.com](mailto:uwpaquestions@unitedwater.com) or call us at the numbers listed on the back of this pamphlet.

## PLEASE SEND ME A FREE COPY OF CUSTOMER RIGHTS AND RESPONSIBILITIES

\_\_\_\_\_ name

\_\_\_\_\_ street address

\_\_\_\_\_ city \_\_\_\_\_ state \_\_\_\_\_ zip

\_\_\_\_\_ account no.

This notice is required by the Pennsylvania Public Utility Commission to inform you of the pamphlet summarizing your rights regarding “Standards and Billing Practices for Residential Service”.



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