



PENNSYLVANIA  
AMERICAN WATER

WE KEEP LIFE FLOWING®



## PROTECTION FROM ABUSE AND OTHER COURT ORDERS

### IMPORTANT TO KNOW

If you have a Protection from Abuse (PFA) order or an order issued by a Pennsylvania Court that identifies you or a household member as a victim/survivor of domestic violence, you have the following protections, regardless of your income:

- Pennsylvania American Water cannot shut off your water service during the winter without Pennsylvania Public Utility Commission (PaPUC) permission.
- Depending on your income, a special payment arrangement may be available.
- Service may not be terminated on a Friday.
- You may not be held responsible for a bill in someone else's name.
- You may not be required to pay a security deposit. If you are required to pay a security deposit, you may be able to pay it over three payments.
- You will receive additional notice prior to termination.

### WHAT IS A PFA?

A PFA is an order from the court that protects you and your children from your abuser. It is a civil order that you can request on your own behalf against a family or household member who is abusing you. Under the law, abuse is considered:

- Bodily injury or rape. Criminal charges do not need to be filed.
- Threats or serious fear that you or a loved one will be killed or seriously injured.
- False imprisonment, including being kept or held for a short period of time or being grabbed by the arms and not allowed to move or leave.
- Child abuse.
- Stalking, including being followed or watched at home or at work, and/or being sent unwanted letters, gifts, email or telephone calls.

### DOMESTIC VIOLENCE PROGRAMS

Your local domestic violence hotline is available 24 hours a day, and all services are free and confidential. To find your local domestic violence program, visit [www.pcadv.org](http://www.pcadv.org) or call 1-800-799-SAFE (7233) for contact information.

To receive these Protection from Abuse protections, contact Pennsylvania American Water at 717-550-1538. **Note:** To receive these protections from Pennsylvania American Water, you may be required to provide the company with a copy of your PFA or other court order. Pennsylvania American Water will keep this information confidential and will not share it with any third party.