

HIDDEN VALLEY UTILITY SERVICES LP
811 Russell Ave., Suite 302
Gaithersburg, MD 20879

June 9, 2020

Rosemary Chiavetta, Secretary
Public Utility Commission
400 North Street
Harrisburg, PA. 17120

RE: Docket No. M-2020-3020055

Utility - Hidden Valley Utility Services, LP
Water and Wastewater Class C Utility

Dear Secretary Chiavetta,

This memo is in response to your letter of May 29, 2020 regarding COVID-19 Customer Service, Billing and Public Outreach Provisions Request for Utility Information, Docket No. M-2020-30200550. This response will follow the order in the Secretarial Letter.

I. COVID-19 Utility Consumer Service and Billing Policies and Procedures.

Termination of Utility Service -

Hidden Valley Utility Services bills customers once per quarter. Therefore the last billing was sent out at the end of March, 2020. At this time there are 2 accounts that are past due that could be set up for termination of service due to nonpayment. Both of these accounts are residential customers. Hidden Valley Utility serves a second home resort community, and at this time there are no confirmed low-income customers including Lifeline and Customer Assistance Program (CAP) customers. There are approximately 100 full time residents out of a community of approximately 1,200 customers. The 2 past due accounts are not full time residents.

Hidden Valley Utility has suspended all terminations for past due accounts at this time. However, we are in communication with the 2 accounts to see if we can collect payment prior to the next billing cycle in early July. As in the past, we strive to work with a customer to develop a payment plan if they request one.

At this time we do not foresee any increase in late payments, as our current collections are on par with previous years. There are usually between 1-3 accounts that may slip into arrears during any quarter.

Hidden Valley Utility Services will begin the termination process as such time as the Commission's Emergency Order terminates. At this time, HVUS has not sent any

termination notices to these 2 accounts. Therefore, once the Commission's Emergency Order terminate, we will start our normal termination process, starting with a letter giving 30 days to make payment before we process termination of service. Any reconnection fees are collected when service is reconnected.

Universal Service Programs:

As mentioned above, Hidden Valley Utility Services has no CAP customers.

Other Assistance Initiatives:

Hidden Valley Utility Services has not identified the need to provide additional assistance or to change procedures at this time. If we are contacted about any hardships due to COVID-19, we will work with that customer to provide any assistance needed to keep service active. Our policy with any customer who request help with payment, is to work on a customized payment plan that allows the customer to keep service while allowing HVUS to, over time, collect past due amounts. This has been a very successful policy in the past.

Customer Education and Outreach

As stated above, HVUS has maintained its current billing and collections procedures, except for suspension of terminations. We have not experienced any increase in late payments so far during COVID-19, and do not anticipate any increases during the next billing cycle.

HVUS will be having a customer meeting this month, at which time we will update customers on our operations to continue to provide 24/7 water and wastewater service through this pandemic. HVUS did implement our pandemic operations protocol from early March until last week. We are not back at full staff during the work week.

If you need additional information or clarification, please do not hesitate to contact me via phone at 301-252-7832 or via e-mail at kettlerjmk@aol.com.

Sincerely,

/s/ James M. Kettler

James M. Kettler
President
Hidden Valley Utility Services, LP

Jmk/jmk