

Docket No. C-2020-3022094

Hearing Date: February 23, 2021

Complainant Exhibits

Exh 2 -Excerpt from mail received by Complainant in March 2020.

Exh 3 -Excerpt from Suez Water's Website.

Exh 4 -Map of Dallas, PA water system.

Exh 5 -Excerpt from Suez Water's Website.

Exh 6 -Excerpt from Suez Water's Website.

Exh 10 -Photo of 7-2-20 Depicting discolored water in a glass.

Exh 12 -Telephone Record re 7-2-20 through 7-8-20

Respondent Exhibits

Exh 1 -Print out of company record showing recordable calls.

Exh 2 -Print out of company call record of 7-3-20.

Exh 3 -Chain of custody for water sample testing.

Exh 4 -Chain of custody for water sample testing.

Exh 5 -Results of distribution system testing.

Exh 6 -Map of Valve and hydrant locations in re Colorado and Utah Avenues.

From: noreply@mysuezwater.com,
To: katiej901@verizon.net,
Subject: SUEZ Continues to Ensure Safe and Reliable Service
Date: Tue, Mar 17, 2020 4:02 pm

Doc. # C-2020-3022094
JONES EXHIBIT #2



Our Role and Responsibility in Navigating COVID-19 And Ensuring Safe and Reliable Service for our Customers

We have been intensely monitoring the spread of the coronavirus (COVID-19) outbreak over the last few weeks and have been following the guidelines set by the Centers for Disease Control & Prevention (CDC), as well as those set by our state and local health authorities.

During this time of unprecedented challenges, please know that SUEZ is prioritizing three things:

- Protecting the health and well-being of our customers and employees
- Supporting local health officials and government leaders as they work to contain the virus
- Ensuring the provision of essential services for our customers

For the duration of this crisis, we are suspending visits by the general public to all SUEZ offices, so customers who ordinarily pay bills in person at our locations must pay online at mysuezwater.com or by mail, pay-by-phone (call 888-608-6690) or at a third-party payment location.

SUEZ offers online tools and resources to manage your account and stay connected:

- Log in to [My Account](#)
 - Follow us on [Twitter](#) and [Facebook](#)
 - Financial assistance is available for customers who may need help paying their water bills.
- For more information, visit [SUEZ Cares](#)

SUEZ will also suspend all customer field service appointments, including in-person meter readings and any installation of automatic meter infrastructure, until further notice. Field staff will only perform emergency or critical work.

We will also make sure that no customer is shut off during this crisis, unless there is an emergency. The critical importance of having water available is even more heightened during this crisis as washing hands often is one of the most important things we can all do to ensure health and safety.

Please be assured that our teams are working around the clock to ensure the continuity of service across our operations. We value the trust you instill in us and we take it very seriously. We not only work in these communities, we live here as well.

Thank you for being a loyal customer. You can count on SUEZ to continue to inform you on a regular basis through this crisis, providing the latest information on our social media channels and website. We are privileged to serve you and our community.

Regards,

Nadine Leslie
SUEZ North America CEO

Complaints & Resolutions

At SUEZ we strive each and every day to provide top-notch service to our customers. If you have a complaint regarding our service, please let us know, and we will do our best to rectify the situation.

Verbal Complaint

If our customer service representative has not resolved your inquiry or concern to your satisfaction, you have the right to speak to a senior staff member, who will call you back within 48 hours to discuss your concern.

Regulatory Complaint

The Pennsylvania Public Utilities Commission (PUC) monitors SUEZ's regulated companies. If you are still dissatisfied with our resolution of your concern, you have the right to contact the PUC and file a verbal or written complaint:

The PUC will then communicate with you directly until your complaint is closed.

Public Utility Commission

400 North StreetKeystone Bldg.

Harrisburg, PA 17120

Phone: 1 800 692 7380

<http://www.puc.pa.gov/> (<http://www.puc.pa.gov/>)

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I AGREE



Doc. # C-2020-3022094
JONES EXHIBIT #5



20-



SUEZ Water Pennsylvania

@SUF7waterPA · Water Utility Company

Send Message



SUEZ Water Pennsylvania



Typically replies within an hour

Water Utility Company

When you send a message, SUEZ Water Pennsylvania will see your public info.



Aa



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COVID-19: Safe And Reliable Service For Our Customers

Doc. # C-2020-3022094
JONES EXHIBIT #6

share this video



March 16, 2020

A letter to SUEZ Customers

Our role and responsibility in navigating COVID-19 and ensuring safe and reliable service for our customers

We have been intensely monitoring the spread of the coronavirus (COVID-19) outbreak over the last few weeks and have been following the guidelines set by the Center for Disease Control & Prevention (CDC), as well as those set by our state and local health authorities.

During this time of unprecedented challenges, please know that SUEZ is prioritizing three things:

1. Protecting the health and well-being of our customers and employees,
2. Supporting local health officials and government leaders as they work to contain the virus, and
3. Ensuring the provision of essential services for our customers.

During this crisis we are suspending visits by the general public to all SUEZ offices, so customers who pay bills in person at our locations must use our website at www.mysuezwater.com, pay-by-phone (call 888-608-6690) or at a third-party payment location.

Suez will also suspend all customer field service appointments, including in-person meter readings and any installation of automatic meter infrastructure, until further notice. Field staff will only perform emergency or critical work.

We will also make sure that no customer is shut off during this crisis, unless there is an emergency. The critical importance of having water available is even more heightened during this crisis as washing hands often is one of the most important things we can all do to ensure health and safety.

Please be assured that our teams are working around the clock to ensure the continuity of service across our operations. We value the trust you instill in us and we take it incredibly seriously. We not only work in these communities, we live here as well.

Thank you for being a loyal customer. You can count on SUEZ to continue to inform on a regular basis through this crisis, providing the latest information to you on our social media and our website. We are privileged to serve you and our

community.

Regards,

Nadine Leslie
SUEZ North America CEO

Doc. #C-2020-3022094
JONES EXHIBIT 6

1/31/2021

0 0 0

community.

Regards,

Nadine Leslie
SUEZ North America CEO



Doc. # C-2020-3022094
JONES EXHIBIT #10

Talk Usage Details

CALL	DATE	TIME	CITY CALLED	NUMBER CALLED	FEATURE	MINUTES	MINUTE CHARGES	OTHER USAGE CHARGES	TOTAL CHARGES
<i>(717) 649-6674 for Kathleen cont'd</i>									
47	06/27/2020	04:38PM	Incoming	(717) 884-2095		27			\$0.00
48	06/27/2020	05:07PM	Voice Mail	Voice Mail		1			\$0.00
49	06/27/2020	07:05PM	Incoming	(717) 601-6299		6			\$0.00
50	06/27/2020	07:19PM	Harisbgzn1, PA	(717) 963-0209		7			\$0.00
51	06/30/2020	12:23PM	Incoming	(717) 325-9172		1			\$0.00
52	06/30/2020	03:34PM	Harisbgzn1, PA	(717) 884-2095		1			\$0.00
53	07/01/2020	01:34PM	Incoming	(800) 674-9812		1			\$0.00
54	07/01/2020	01:35PM	Toll Free	(800) 674-9812		2			\$0.00
55	07/01/2020	02:55PM	Harisbgzn1, PA	(717) 884-2095		1			\$0.00
56	07/02/2020	02:06PM	Voice Mail	Voice Mail		1			\$0.00
57	07/02/2020	02:07PM	Incoming	(717) 884-2095		17			\$0.00
58	07/02/2020	02:48PM	Voice Mail	Voice Mail		2			\$0.00
59	07/02/2020	02:50PM	Harisbgzn1, PA	(717) 558-8500		3			\$0.00
60	07/02/2020	03:33PM	Incoming	(717) 558-8500		2			\$0.00
61	07/02/2020	08:06PM	Harisbgzn1, PA	(717) 652-1160		1			\$0.00
62	07/02/2020	09:45PM	Incoming	(717) 963-0209		8			\$0.00
63	07/03/2020	07:47AM	Toll Free	(866) 439-2837	<i>Swag Water Technologies</i>	1			\$0.00
64	07/03/2020	08:00AM	Toll Free	(888) 299-8972	<i>After hour emergencies</i>	1			\$0.00
65	07/03/2020	08:01AM	Toll Free	(888) 299-8972		9			\$0.00
66	07/03/2020	08:11AM	Harisbgzn1, PA	(717) 564-3662		2			\$0.00
67	07/03/2020	08:14AM	Toll Free	(888) 299-8972		6			\$0.00
68	07/03/2020	08:20AM	Harisbgzn1, PA	(717) 652-1160		21			\$0.00
69	07/03/2020	08:43AM	Harisbgzn1, PA	(717) 545-0457		2			\$0.00
70	07/03/2020	08:45AM	Harisbgzn1, PA	(717) 657-5616		1			\$0.00
71	07/03/2020	08:46AM	Harisbgzn1, PA	(717) 657-5615		4			\$0.00
72	07/03/2020	09:22AM	Toll Free	(888) 299-8972		18			\$0.00
73	07/03/2020	09:48AM	Toll Free	(800) 692-7380		2			\$0.00
74	07/03/2020	10:07AM	Incoming	(717) 884-2095		17			\$0.00
75	07/03/2020	10:24AM	Incoming	(717) 652-1160		6			\$0.00
76	07/03/2020	10:30AM	Harisbgzn1, PA	(717) 884-2095		1			\$0.00
77	07/03/2020	10:41AM	Toll Free	(888) 299-8972		13			\$0.00
78	07/03/2020	11:38AM	Incoming	(717) 761-1819		42			\$0.00
79	07/03/2020	08:28PM	Harisbgzn1, PA	(717) 652-1160		14			\$0.00
80	07/03/2020	08:45PM	Toll Free	(888) 299-8972		11			\$0.00
81	07/04/2020	11:27AM	Incoming	(717) 379-2028		8			\$0.00
82	07/05/2020	05:58AM	Voice Mail	Voice Mail		1			\$0.00
83	07/05/2020	08:59AM	Harisbgzn1, PA	(717) 743-5823		2			\$0.00
84	07/05/2020	09:01AM	Harisbgzn1, PA	(717) 652-1160		1			\$0.00
85	07/06/2020	09:08AM	Voice Mail	Voice Mail		1			\$0.00
86	07/06/2020	09:25AM	Harisbgzn1, PA	(717) 652-1160		5			\$0.00
87	07/06/2020	09:31AM	Harisbgzn1, PA	(717) 561-1206		3			\$0.00
88	07/06/2020	09:36AM	Harisbgzn1, PA	(717) 657-5615		1			\$0.00
89	07/06/2020	09:36AM	Harisbgzn1, PA	(717) 564-3662		16			\$0.00
90	07/06/2020	10:44AM	Incoming	(570) 551-6006		9			\$0.00
91	07/06/2020	11:19AM	Incoming	(717) 558-8500		2			\$0.00
92	07/06/2020	11:25AM	Harisbgzn1, PA	(717) 541-9312		2			\$0.00
93	07/06/2020	12:38PM	Voice Mail	Voice Mail		1			\$0.00
94	07/06/2020	12:39PM	Harisbgzn1, PA	(717) 561-1206		1			\$0.00
95	07/06/2020	01:21PM	Harisbgzn1, PA	(717) 652-1160		1			\$0.00
96	07/06/2020	01:51PM	Incoming	(509) 373-0822		1			\$0.00
97	07/06/2020	02:13PM	Incoming	(717) 908-6041		1			\$0.00
98	07/06/2020	02:27PM	Incoming	(717) 884-2095		4			\$0.00
99	07/06/2020	04:19PM	Harisbgzn1, PA	(717) 652-8844		2			\$0.00
100	07/06/2020	06:03PM	Voice Mail	Voice Mail		2			\$0.00
101	07/06/2020	06:06PM	Harisbgzn1, PA	(717) 232-6207		3			\$0.00
102	07/06/2020	10:04PM	Incoming	(717) 963-0209		9			\$0.00
103	07/07/2020	09:19AM	Harisbgzn1, PA	(717) 232-6207		2			\$0.00
104	07/07/2020	09:38AM	Harisbgzn1, PA	(717) 561-1204		3			\$0.00
105	07/07/2020	09:41AM	Harisbgzn1, PA	(717) 920-0437		4			\$0.00
106	07/07/2020	09:45AM	Toll Free	(800) 237-7328		6			\$0.00
107	07/07/2020	09:56AM	Dauphin, PA	(717) 921-8803		4			\$0.00
108	07/07/2020	10:42AM	Statecollg, PA	(814) 863-0841		1			\$0.00
109	07/07/2020	12:47PM	Incoming	(610) 378-1327		9			\$0.00
110	07/07/2020	03:32PM	Incoming	(717) 232-6207		1			\$0.00
111	07/08/2020	07:02AM	Incoming	(717) 232-6207		29			\$0.00

Contact ID	Master Contact ID	Media Type	Skill	Agent	Team	DNIS/To	ANI/From	Phone Type	Start Time	Duration	Logged	Primary Disposition	Additional Disposition
127907556737	127907556737	Phone	PA_General_IB	Maria Gonzalez	PA Customer Service	7175643662	7176496674	Cell Phone	7/6/2020 9:36	15:37	Yes		
127863899698	127863899698	Phone	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 20:45	0:26			
127835208769	127835208769	Phone	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 10:41	0:32			
127835104194	127835104194	Phone	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 9:22	0:26			
127835021233	127835021233	Phone	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 8:14	0:30			
127835017964	127835017964	Phone	PreQueue_NO AGENT			7175643662	7176496674	Cell Phone	7/3/2020 8:11	1:15			
127835003125	127835003125	Phone	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 8:01	0:25			
127835002980	127835002980	Phone	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 8:01	0:00			
127835001189	127835001189	Phone	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 8:00	0:25			

CONTACT ID	MASTER CONTACT ID	MEDIA TYPE	SKILL	AGENT	TEAM	DNIS/TO	ANI/FROM	PHONE TYPE	START TIME	DURATION	LOGGED	PRIMARY DISPOSITION	ADDITIONAL DISPOSITION
127907556737	127907556737	☑	PA_General_IB	Maria Gonzalez	PA Customer Service	7175643662	7176496674	Cell Phone	7/6/2020 9:36:37 AM	15:37	●		
127863899698	127863899698	☑	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 8:45:39 PM	0:26			
127835208769	127835208769	☑	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 10:41:21 AM	0:32			
127835104194	127835104194	☑	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 9:22:34 AM	0:26			
127835021233	127835021233	☑	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 8:14:21 AM	0:30			
127835017964	127835017964	☑	PreQueue_NO AGENT			7175643662	7176496674	Cell Phone	7/3/2020 8:11:31 AM	1:15			
127835003125	127835003125	☑	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 8:01:32 AM	0:25			
127835002980	127835002980	☑	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 8:01:37 AM	0:00			
127835001189	127835001189	☑	PreQueue_NO AGENT			8882998972	7176496674	Cell Phone	7/3/2020 8:00:30 AM	0:25			

Loncar, Kevin

From: yourmessagesHUBA4@stericomsol.com
Sent: Friday, July 3, 2020 8:24 AM
To: Loncar, Kevin; Gonzalez, Maria; Kreiser, Kelly
Subject: Your Messages from Stericycle Communications Solutions

=====
Fri 03-Jul-20 08:23a

=====
Dirty Water Call
Page Id: | |
. Name: | KATHLEEN JONES |
. Phone: | (717)649-6674 |
Address: | 5006 COLORADO AVE |
Township: | Lower Paxton Township
. HARRISBURG, PA 17109 |
Neighbors have same issue? | Neighbors
Have Same Issue |
Dirty Water Discoloration: | Cold Water |
Message: | DIRTY WATER FOR THE LAST
TWO DAYS. |

. Caller ID: 7176496674
Caller ID Name:

ATTN DISPATCHER: If 5 or more calls
for dirty water, dispatch.
----- 07/03/2020 08:20A MD -----
2 calls hold

Message History Account: 43603
Taken: Fri 03-Jul-2020 8:19a SYZ
Serial#: 2

=====
Dirty Water Call
Page Id: | |
. Name: | KATHLEEN JONES |
. Phone: | (717)649-6674 |
Address: | 5006 COLORADO AVENUE |
Township: | Lower Paxton Township
. LOWER PAXTON, PA 17109 |
Neighbors have same issue? | Neighbors
Have Same Issue |
Dirty Water Discoloration: | Cold Water |
Message: | THERE IS SEDIMENT IN THE
WATER. VERY UPSET THAT HER WATER TANK
COULD GET DAMAGED. |

. Caller ID: 7176496674
Caller ID Name:

ATTN DISPATCHER: If 5 or more calls
for dirty water, dispatch.

Message History Account: 43603
Taken: Fri 03-Jul-2020 8:11a MMG
Serial#: 1

=====
=====
=====0000043603=====

Loncar, Kevin

From: yourmessagesHUBA4@stericomsol.com
Sent: Monday, July 6, 2020 6:39 AM
To: Loncar, Kevin; Gonzalez, Maria; Kreiser, Kelly
Subject: Your Messages from Stericycle Communications Solutions

Follow Up Flag: Follow up
Flag Status: Flagged

=====0000043603=====
Mon 06-Jul-20 06:38a
=====

=====

=====

=====

=====

Dirty Water Call
Page Id: | |
. Name: | KATHLEEN JONES |
. Phone: | (717)649-8874 |
Address: | 5006 COLORADO AVE |
Township: | Lower Paxton Township
. HARRISBURG, PA 17109 |
Neighbors have same issue? | Neighbors
Have Same Issue |
Dirty Water Discoloration: | Cold Water |
Message: | I HAVE LEFT COMPLAINTS
WITH PUC, DEPARTMENT OF ENVIROMENTAL
PROTECTION, WGAL LOCAL TV STATION, AND
I AM ALSO GOING TO SEND A COMPLAINT TO
THE DEPARTMENT OF HEALTH. I ALSO GOING
TO PUT IT ON GOOGLE AND YELP. I NEED
A CALL BACK ASAP. |

. Caller ID: 7176496674

Caller ID Name:

ATTN DISPATCHER: If 5 or more calls
for dirty water, dispatch. ...

Message History Account: 43603
Taken: Fri 03-Jul-2020 8:55p FF
Serial#: 8
=====

Dirty Water Call
Page Id: | |
. Name: | KATHLEEN JONES |
. Phone: | (717)649-6674 |
Address: | 5006 COLORADO AVE |
Township: | Lower Paxton Township
. HARRISBURG, PA 17109 |
Neighbors have same issue? | Neighbors
Have Same Issue |
Dirty Water Discoloration: | Cold Water |
Message: | THERE IS SEDIMENT IN THE
WATER LINE, IT IS COMING THROUGH ALL
OF THE PIPES AND ALSO THE HOT WATER H
EATER, ALL HOUSES ON THE BLOCK ARE
HAVING THE SAME ISSUE. |

. Caller ID: 7176496674
Caller ID Name:

ATTN DISPATCHER: If 5 or more calls
for dirty water, dispatch.

Message History Account: 43603
Taken: Fri 03-Jul-2020 10:50a EEW
Serial#: 6
=====

=====
Dirty Water Call
Page Id: | |
. Name: | KATHERINE JONES |
. Phone: | (717)649-6674 |
Address: | 5006 COLORADO |
Township: | Lower Paxton Township
. HARRISBURG, PA 17109 |
Neighbors have same issue? | Neighbors
Have Same Issue |
Dirty Water Discoloration: | Cold Water |
Message: | I HAVE DISCOLORED WATER.
|
HAVE CALLED MANY TIMES AND NO ONE HAS
CALLED ME BACK. URGENT! |

. Caller ID: 7176496674
Caller ID Name:

ATTN DISPATCHER: If 5 or more calls
for dirty water, dispatch.

Message History Account: 43603
Taken: Fri 03-Jul-2020 9:39a DK
Serial#: 4

=====
=====0000043603=====



301 Fulling Mill Rd
Middletown, PA 17057
P. 717-944-5541
F. 717-944-1430



**REPORTABLE DRINKING
WATER
CHAIN-OF-CUSTODY
FORM**



* 3 1 1 2 3 2 5 *

COMPANY NAME:	SUEZ Water Pennsylvania	PWS CONTACT NAME:	Penny Bumbarger
CONTACT:	Penny Bumbarger	PWS PHONE NUMBER:	717-773-0185
ADDRESS:	6310 Allentown Blvd, Suite 104 Harrisburg PA 17112	PWSID NUMBER:	7220015, SUEZ Harrisburg
PHONE NUMBER:	717-773-0185	If GW New Source sample, Regional DEP Office Location and Phone No.:	
EMAIL:		REPORTING STATE:	Pennsylvania

SAMPLE INFORMATION

P.O. OR QUOTE NUMBER	Container Type	P								
	Container Size	125mL								
	Preservative	ST								

Analyses/Method Requested

Sample Location No. and Description	G-Grab or C-Composite	Sample Type (see key below)	Sample Date ex: MM/DD/YY	Sample Time Military Time hh:mm	Total Coliform/Ecoli	Enter Number of Containers Per Sample Below										Free Chlorine Residual (mg/L)	Total Chlorine Residual (mg/L)	
1 727 - 65th & Clearfield SS	G	D	7/6/20	1255	1												1.26	1.51
2 728 - Derry & Sue SS	G	D	7/6/20	1305	1												2.07	2.4
3 729-In GearFitness	G	D	7/6/20	1315	1												1.36	1.60
4 732-Fullingmill Rd SS	G	D	7/6/20	1400	1												0.99	1.20
5 739-Pennbrook Com Bldg	G	D	7/6/20	1035	1												0.66	0.83
6 740-Dunkin Donuts	G	D	7/6/20	1050	1												1.82	2.04
7 741-Montfort & Burton SS	G	D	7/6/20	1000	1												1.86	2.19
8 744 -Seven Eleven	G	D	7/6/20	1220	1												1.43	1.70
9 747-Speedway	G	D	7/6/20	1345	1												1.51	1.71
10 748-Sheetz Derry St	G	D	7/6/20	1230	1												1.45	1.69

SAMPLES COLLECTED BY:

SAMPLE TYPE KEY

Printed Name:	Penny Bumbarger	D = Distribution	C = Check	A = Annual Start Up
Signature:	<i>Penny Bumbarger</i>	E = Entry Point	P = Plant	
If Maryland, Cert #:		R = Raw	S = Special	

SPECIAL TAT REQUESTS OR NOTES:

RELINQUISHED BY	DATE / TIME	RECEIVED BY	DATE / TIME
1 <i>Penny Bumbarger</i>	7/6/2020 1415	1 <i>[Signature]</i>	07-06-2020 1415
2		2	
3		3	
4		4	

Receipt Information (Completed by ALS Receiving Laboratory)

Completed by Receiving-Initials:	<i>[Signature]</i>	Cooler Temp (°C):	13	Therm#:	309	Received on ice?	<input checked="" type="checkbox"/> N
Samples approved for log in?	Y / N	If no, reason(s) for sample rejection:					

If any of the required information in the shaded areas is missing from this chain of custody, the client will have 48 hours to provide the missing information. Otherwise, the samples will be rejected. Instructions on completing this chain of custody are located on the reverse side of this document.

Page 2 of 2

Rev. 5-Apr 2019



301 Fulling Mill Road
 Middletown, PA 17057
 P: (717) 944-5541
 F: (717) 944-1430

Condition of Sample Receipt Form

Client: Suez Pa Work Order #: 3112325 Initials: ee Date: 07-06-2020

- 1. Were airbills / tracking numbers present and recorded?..... NONE YES NO
 Tracking number: _____
- 2. Are Custody Seals on shipping containers intact?..... NONE YES NO
- 3. Are Custody Seals on sample containers intact?..... NONE YES NO
- 4. Is there a COC (Chain-of-Custody) present?..... YES NO
- 5. Are the COC and bottle labels complete, legible and in agreement?..... YES NO
 - 5a. Does the COC contain sample locations?..... YES NO
 - 5b. Does the COC contain date and time of sample collection for all samples?..... YES NO
 - 5c. Does the COC contain sample collectors name?..... YES NO
 - 5d. Does the COC note the type(s) of preservation for all bottles?..... YES NO
 - 5e. Does the COC note the number of bottles submitted for each sample?..... YES NO
 - 5f. Does the COC note the type of sample, composite or grab?..... YES NO
 - 5g. Does the COC note the matrix of the sample(s)?..... YES NO
- 6. Are all aqueous samples requiring preservation preserved correctly?..... N/A YES NO
- 7. Were all samples placed in the proper containers for the requested analyses, with sufficient volume?..... YES NO
- 8. Are all samples within holding times for the requested analyses?..... YES NO
- 9. Were all sample containers received intact and headspace free when required? (not broken, leaking, frozen, etc.)..... YES NO
- 10. Did we receive trip blanks (applies only for methods EPA 504, EPA 524.2 and 1631E (LL Hg)?..... N/A YES NO
- 11. Were the samples received on ice?..... YES NO
- 12. Were sample temperatures measured at 0.0-6.0°C..... 13 same Day YES NO
- 13. Are the samples DW matrix ? IF YES, fill out Reportable Drinking Water questions below..... YES NO
 - 13a. Are the samples required for SDWA compliance reporting?..... N/A YES NO
 - 13b. Did the client provide a SDWA PWS ID#?..... 7220015 N/A YES NO
 - 13c. Are all aqueous unpreserved SDWA samples pH 5-9?..... N/A YES NO
 - 13d. Did the client provide the SDWA sample location ID/Description?..... N/A YES NO
 - 13e. Did the client provide the SDWA sample type (D, E, R, C, P, S)?..... N/A YES NO

Cooler #: 1
 Temperature (°C): 13
 Thermometer ID: 309
 Radiological (µCi): _____

COMMENTS (Required for all NO responses above and any sample non-conformance):

¹Final determination of correct preservation for analysis such as volatiles, microbiology, and oil and grease is made in the analytical department at the time of or following the analysis



301 Fulling Mill Rd
Middletown, PA 17057
P. 717-944-5541
F. 717-944-1430



**REPORTABLE DRINKING
WATER
CHAIN-OF-CUSTODY
FORM**



* 3 1 1 2 3 2 6 *

COMPANY NAME: SUEZ Water Pennsylvania	PWS CONTACT NAME: Penny Bumbarger
CONTACT: Penny Bumbarger	PWS PHONE NUMBER: 717-773-0185
ADDRESS: 6310 Allentown Blvd, Suite 104 Harrisburg PA 17112	PWSID NUMBER: 7220015, SUEZ Harrisburg
PHONE NUMBER: 717-773-0185	If GW New Source sample, Regional DEP Office Location and Phone No.:
EMAIL:	REPORTING STATE: Pennsylvania

SAMPLE INFORMATION

P.O. OR QUOTE NUMBER	Container Type	P																	
	Container Size	125ml																	
	Preservative	ST																	

Analyses/Method Requested

Sample Location No. and Description	G-Grab or C-Composite	Sample Type (see key below)	Sample Date ex: MM/DD/YY	Sample Time Military Time hh:mm	Total Coliform/Ecoli	Enter Number of Containers Per Sample Below										Free Chlorine Residual (mg/L)	Total Chlorine Residual (mg/L)			
1 708-6th St Admin	G	D	7/6/20	0945	1														1.80	2.09
2 711-Cameron St SS	G	D	7/6/20	0930	1														1.12	1.35
3 712-Orchard Dr SS	G	D	7/6/20	0915	1														0.53	0.75
4 714-Turkey Hill Dotson Ct	G	D	7/6/20	1015	1														1.36	1.55
5 716-Italian Delight	G	D	7/6/20	1105	1														1.82	2.08
6 718-Koon's Park SS	G	D	7/6/20	1120	1														1.67	1.94
7 719-Comfort Inn	G	D	7/6/20	1145	1														1.74	1.99
8 720-Sunoco	G	D	7/6/20	1135	1														1.72	2.00
9 725-Dunkin Donuts UD	G	D	7/6/20	1205	1														1.55	1.78
10 726-Chambers Hill Boost	G	D	7/6/20	1330	1														1.22	1.58

SAMPLES COLLECTED BY:

SAMPLE TYPE KEY

Printed Name: Penny Bumbarger	D = Distribution	C = Check	A = Annual Start Up
Signature: <i>Penny Bumbarger</i>	E = Entry Point	P = Plant	
If Maryland, Cert #:	R = Raw	S = Special	

SPECIAL TAT REQUESTS OR NOTES:

RELINQUISHED BY	DATE / TIME	RECEIVED BY	DATE / TIME
<i>Penny Bumbarger</i>	7/6/2020 1415	<i>ee</i>	07-06-2020 1415

Receipt Information (Completed by ALS Receiving Laboratory)

Completed by Receiving-Initials: <i>ll</i>	Cooler Temp (°C): 13	Therm#: 309	Received on ice? <input checked="" type="checkbox"/> Y / <input type="checkbox"/> N
Samples approved for log in? Y / N	If no, reason(s) for sample rejection:		

If any of the required information in the shaded areas is missing from this chain of custody, the client will have 48 hours to provide the missing information. Otherwise, the samples will be rejected. Instructions on completing this chain of custody are located on the reverse side of this document.

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Rev. 5-Apr 2019



301 Fulling Mill Road
Middletown, PA 17057

P: (717) 944-5541
F: (717) 944-1430

Condition of Sample Receipt Form

Client: Suez PA Work Order #: 3112326 Initials: ee Date: 07-06-2020

1. Were airbills / tracking numbers present and recorded?..... NONE YES NO
Tracking number: _____
2. Are Custody Seals on shipping containers intact?..... NONE YES NO
3. Are Custody Seals on sample containers intact?..... NONE YES NO
4. Is there a COC (Chain-of-Custody) present?..... YES NO
5. Are the COC and bottle labels complete, legible and in agreement?..... YES NO
 - 5a. Does the COC contain sample locations?..... YES NO
 - 5b. Does the COC contain date and time of sample collection for all samples?..... YES NO
 - 5c. Does the COC contain sample collectors name?..... YES NO
 - 5d. Does the COC note the type(s) of preservation for all bottles?..... YES NO
 - 5e. Does the COC note the number of bottles submitted for each sample?..... YES NO
 - 5f. Does the COC note the type of sample, composite or grab?..... YES NO
 - 5g. Does the COC note the matrix of the sample(s)?..... YES NO
6. Are all aqueous samples requiring preservation preserved correctly?¹..... N/A YES NO
7. Were all samples placed in the proper containers for the requested analyses, with sufficient volume?..... YES NO
8. Are all samples within holding times for the requested analyses?..... YES NO
9. Were all sample containers received intact and headspace free when required? (not broken, leaking, frozen, etc.)..... YES NO
10. Did we receive trip blanks (applies only for methods EPA 504, EPA 524.2 and 1631E (LL Hg)?..... N/A YES NO
11. Were the samples received on ice?..... YES NO
12. Were sample temperatures measured at 0.0-6.0°C..... Same Day YES NO
13. Are the samples DW matrix ? If YES, fill out Reportable Drinking Water questions below..... YES NO
 - 13a. Are the samples required for SDWA compliance reporting?..... N/A YES NO
 - 13b. Did the client provide a SDWA PWS ID#?..... 7220015 N/A YES NO
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 - 13e. Did the client provide the SDWA sample type (D, E, R, C, P, S)?..... N/A YES NO

Cooler #: 1
Temperature (°C): 13
Thermometer ID: 309
Radiological (µCi): _____

COMMENTS (Required for all NO responses above and any sample non-conformance):

¹Final determination of correct preservation for analysis such as volatiles, microbiology, and oil and grease is made in the analytical department at the time of or following the analysis



SUEZ WATER HARRISBURG

2020 DISTIRBUTION SYSTEM SECONDARY STANDARDS DATA

Site ID	723	723
Site Name	Lower Paxton TWP	Lower Paxton TWP
Date	6/15/20	12/1/20
Time	11:45	12:20
Temp ©	NA	NA
Free Chlorine (mg/L)	0.87	1.23
Total Chlorine (mg/L)	1.09	1.48
pH (units)*	7.16	7.3
Alkalinity (mg/L)	32	64
Total Hardness (mg/L)	76	104
Iron (mg/L)	0.01	0.02
Manganese (mg/L)	0.007	0.021
Phosphate (mg/L)	1.14	0.90

Min Distribution pH	7.0
Min Entry Point pH	7.0
Min Phosphate Res	0.7



