

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**AQUA PENNSYLVANIA WASTEWATER, INC.**

**DOCKET NO. A-2021-3026132**

**AQUA STATEMENT NO. 1-SR**

**SURREBUTTAL TESTIMONY OF  
WILLIAM C. PACKER**

**With Regard To:**

**Testimony at Public Input Hearing**

**March 25, 2022**

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1   **I.    INTRODUCTION**

2   **Q.    Please state your name and business address.**

3   **A.    My name is William C. Packer. My business address is 762 West Lancaster Avenue,**  
4        Bryn Mawr, Pennsylvania 19010.

5  
6   **Q.    By whom are you employed and in what capacity?**

7   **A.    I am employed by Essential Utilities, Inc. (“Essential”), as Vice President, Regulatory**  
8        Accounting and Regional Controller. In this position, I am Controller of Aqua  
9        Pennsylvania, Inc. (“Aqua PA”) and oversee the financial operations of Aqua New  
10       Jersey, Inc. (“Aqua NJ”). Additionally, I oversee rate issues for all subsidiaries of  
11       Essential. Aqua PA is the parent company to Aqua Pennsylvania Wastewater, Inc.  
12       (“Aqua” or the “Company”).

13  
14   **Q.    Are you the same William C. Packer who submitted direct and rebuttal testimony in**  
15        **this proceeding?**

16   **A.    Yes. I submitted direct testimony with the Application filed with the Pennsylvania Public**  
17        Utility Commission (“Commission”) on July 23, 2021, and rebuttal testimony on March  
18        18, 2022.

19  
20   **Q.    What is the purpose of your surrebuttal testimony?**

21   **A.    My surrebuttal testimony addresses the testimony presented at the public input hearing by**  
22        Protestant Richard Gage.

23

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1   **II.   RESPONSE TO MR. GAGE**

2   **Q.   Mr. Gage testified at the public input hearing. Is Mr. Gage an Aqua PA customer?**

3   **A.**   Yes. Mr. Gage is a customer of Aqua PA. He is a water customer at 120 Treaty Drive in  
4   Chesterbrook.

5  
6   **Q.   Has Mr. Gage complained about his water service?**

7   **A.**   Yes. Mr. Gage has complained several times about high pressure with his water service  
8   at 120 Treaty Drive. Most recently, Mr. Gage filed a formal complaint in the Aqua PA  
9   pending base rate proceeding and then testified at the public input hearing on November  
10   10, 20221, in that proceeding. Prior to the rate case complaint, he filed complaints with  
11   the Commission in 2008 and 2020 concerning high water pressure.

12  
13   **Q.   Has Aqua PA responded to Mr. Gage's complaints?**

14   **A.**   Yes. Aqua PA has been in contact with Mr. Gage on a number of occasions in response  
15   to his complaints. In all interactions with Mr. Gage, Aqua PA has attempted to resolve  
16   his issue. In 2008, after Mr. Gage filed his first complaint as part of the 2008 rate case  
17   alleging a high-pressure concern, Aqua PA, in good faith, entered into settlement  
18   negotiations and arrived at a mutually acceptable resolution of his issue. Mr. Gage  
19   executed a release confirming that Aqua PA had addressed his issues. Twelve years later,  
20   Mr. Gage again filed a second formal complaint in 2020 and Aqua PA, again, engaged in  
21   good faith settlement discussions with Mr. Gage and resolved his complaint. Mr. Gage  
22   signed a letter release in March 2021 confirming that the Company addressed his

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1 issue. Mr. Gage filed his third formal complaint in the rate case docket, as I mentioned  
2 previously, raising the issue that had been previously settled in March 2021.

3  
4 **Q. What response does Aqua PA have to Mr. Gage’s continuing complaint of high**  
5 **pressure with his water pressure?**

6 **A.** At all times, from 2008 to present, Aqua has responded to Mr. Gage’s concerns in a  
7 timely, thorough and professional manner. Mr. Gage contacted Aqua PA in April 2021  
8 (one month after signing the settlement letter) complaining about the gasket in his meter  
9 pit. Representatives of Aqua PA spoke to him about what happened in April, 2021, and,  
10 in fact, it was an Aqua Field Service Representative who provided the part and tools Mr.  
11 Gage’s plumber needed at that time. It is Aqua PA’s understanding that Mr. Gage was  
12 not charged by his plumber to make this repair. In the March 2021 settlement, Aqua  
13 provided compensation to Mr. Gage to upgrade his Pressure Relief Valve. Aqua PA does  
14 not believe that Mr. Gage is entitled to any further compensation or that he is entitled to a  
15 credit on his account for water used.

16  
17 **Q. Was Mr. Gage’s complaint of high pressure addressed in Judge Long’s**  
18 **Recommended Decision in the rate case?**

19 **A.** Yes. Judge Long concluded that operational changes to Aqua’s distribution system were  
20 not required at this time, and that Aqua should not be directed to reduce upstream water  
21 pressure or install additional pressure valves.

22

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1 **III. CONCLUSION**

2 **Q. Does this conclude your surrebuttal testimony?**

3 Yes, it does; however, I reserve the right to supplement my surrebuttal testimony as  
4 additional issues and facts arise during the course of this proceeding.

**VERIFICATION**

I, William C. Packer, Vice President, Regulatory Accounting and Regional Controller of Aqua Pennsylvania Wastewater, Inc., hereby state that the facts set forth in my Surrebuttal Testimony, Aqua Statement No. 1-SR, at PaPUC Docket No. A-2021-3026132, are true and correct to the best of my knowledge, information and belief and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Date: March 30, 2022



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William C. Packer  
Vice President – Regulatory Accounting &  
Regional Controller  
Aqua Pennsylvania Wastewater, Inc.