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 Pennsylvania Public  
 Utility Commission,  
                   v.  
 Pennsylvania-American  
 Water Company  
 Telephonic Public Input  
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Docket No.:R-2022-3031672  
 R-2022-3031673

Pages 299 - 408

Judge's Chambers  
 Keystone Building  
 400 North Street  
 Harrisburg, PA

July 21, 2022  
 Commencing at 1:02 p.m.

INDEX TO EXHIBITS

Docket No. R-2022-3031672, R-2022-3031673

Hearing Date: July 21, 2022

<u>NUMBER</u>		<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
Brown 1	(Statement)	348	350
Ovsak 1	(Statement)	367	367



TO: PUC

FROM: CRYSTAL BROWN, TOWNSHIP MANAGER, ROBINSON TOWNSHIP, WASHINGTON COUNTY, PENNSYLVANIA

RE: EXHIBIT AND INFORMATION FOR PUBLIC INPUT HEARINGS, PAWC RATE CASE

July 19, 2022

Please take this notice and the attached petition as demonstration of desire for the expansion of public water in certain vicinities of Robinson Township, Washington County, Pennsylvania.

In addition to the petition submitted by residents on Donaldson Road, near SR 980, these residents have consistently reinforced their desire for public water availability verbally and repeatedly.

Similarly have residents on Old Steubenville Pike. Not only are residents on Old Steubenville Pike very concerned about water quality of their existing supply, but we have a long-established and popular food service business located there, and operating without public water.

Desire to partake of public water on Campbell Road, another area under review, has been mixed.

All residents on Old Steubenville Pike and Campbell Road have been made aware of the public hearings via a mailing from the township office.

Please note that Robinson Township Ordinance 01-13 mandates the connection to public water, if available within 200 feet of the dwelling. This ordinance has been provided to Ms. Appleby, Consumer Advocate, under separate cover.

We respectfully request that serious consideration be given to expanding water service to these areas as described.

The undersigned residents on Donaldson Road in McDonald (off of 980) are interested in obtaining City Water for their residences.

① Clyde Mungel & Tricia FINE  
3103 Donaldson Rd 15057  
412-651-1539

② Donna Valentino Joseph Celestini  
3401 Donaldson Rd  
McDonald PA 15057

May 16, 2017  
No Local Service

③ Robert H. Scott  
3031 Donaldson  
McDonald Pa 15057  
1-412-613-8607

④ Ruth Charlier  
3013 Donaldson  
McDonald, Pa 15057

⑤ Bill & Paula Simpson  
3019 Donaldson Rd.  
McDonald, PA 15057  
724-796-1717

Ref # for the Request  
311134507  
118-72 hours.

⑥ Bill & Paula Simpson Michael Moore  
3009 Donaldson Rd  
McDonald, PA 15057  
412-520-2594

Mark Ovsak  
147 West Governor Road  
Hershey, PA 17033

Derry Township Police Department  
620 Clearwater Road  
Hershey, PA 17033

May 19, 2019

To whom it may concern,

I am writing to you in order to report that I was employed by Pennsylvania American Water (PAW) at their Mechanicsburg location (852 Wesley Drive) from July of 2007 until I was terminated by my company on March 31, 2014. I was told by Miss Dawn Roberts (Human Resources Generalist) to sign up for unemployment compensation, "we will not respond." As of this date, I am still in possession of company issued clothing and have not been able to receive articles of personal property that were not returned to me. I have made numerous attempts to see that this is resolved only to be ignored by them.

A message was left on our home phone's answering machine during the summer of 2017; I believe that it would have been the evening of the rate case hearing that had been scheduled to be held in Camp Hill, but was relocated at the last minute to New Cumberland. The caller was male and left a message that sounded like this "Mark. It's Luta. I had a question about your mustang. Give me a call back. Don't call my company phone; call my personal phone xxx-xxxx." I did not make any effort to make contact. I have never owned a Mustang and thought it very odd that this individual would be calling me. The significance of this phone call would be that my mother had filed an objection to their rate case hearing that was occurring at that time. We have also been receiving numerous hang up calls and calls that seem oddly suspect in their nature; this has been going on since approximately January or February of 2015.

On November 25, 2014; I had a phone conversation with Mike Kennedy, our local 537 President, I was contacting him with questions I had regarding my termination due to the fact that I felt that I had been shorted for vacation pay and had payroll deductions for insurance that according to my termination letter had been canceled as of March 31, 2014. He spent almost one hour on the phone with me and all he could say was that his two to three month grievance procedure was still being pursued, the delay was caused by

the strike in Pittsburgh and that he did not expect any resolution being made through the grievance and that this would have to go to arbitration. He was very confident about victory due to, you never said that and “Dawn likes to embellish things! She once wrote me up and I made her rewrite it three times before I would sign it!” He also stated that some of my coworkers were afraid of this going to arbitration and that Mr. Luta was coercing them with “if your not afraid for yourself, what about your families?” I must point out that Mr. Kennedy had not made any contact with me since my termination to advise me of the status of his efforts on my behalf.

During my employment with PAWC, these two individuals made numerous inappropriate comments to me as did several other coworkers; sometimes the comments went well beyond “blue collar” friendly ribbing. These comments went so far as to make fun of people who commit suicide, fires that occurred at places where I collected water samples and in general that I had better watch out because I was considered an “outsider/interloper” at the Mechanicsburg location due to the fact the I did not know anyone at the company and for all intents and purposes had obtained my employment based solely on my qualifications. I must point out that I lost my younger brother to suicide and these individuals were aware of this fact. They seemed to know an awful lot about my personal life even though I had never discussed certain aspects of my life with any of them.

I am reasonably certain that on at least one occasion, someone spiked orange juice that was in a Rubbermaid container that was carried in a cooler along with the rest of my “lunch” and drinks. I went so far as to contact my family practice/medical provider with my symptoms/suspicions and they drew blood samples that upon analysis only showed an elevated level of caffeine. The only caffeinated product that I usually consumed was my morning coffee at approximately 6:00AM and this event occurred at approximately 1:30PM and the blood was not drawn until approximately 4:30PM.

I also had to seek medical treatment at the ER (Penn State Hershey Medical Center) in the summer of 2011. I felt as if I was about to expire. They noted that I had elevated levels of carbon monoxide and were questioning if I had been exposed to and pesticides, etc. Upon returning to work, I found that there was a bottle of poison ivy spray that had somehow been turned upside down in the rear of my company vehicle and had been leaking.

On numerous occasions, I had a strange odor in my vehicle on my way home from work. I could not understand where it was coming from. When I changed the cabin air filter in my car for the first time, I found approximately 12 to 15 cigarette butts on the intake side of it. I believed that they were picked up on the highway and dismissed the significance of it. I have changed said filter several times since and have not found any cigarette butts!

There were many incidents that it appeared that individuals were following me, either while at work or on the way to and from work. As a water sample collector it was relatively easy for anyone who had ill intentions or wished to harass/intimidate me to do

so, due to the fact that I could only collect samples at certain locations and would follow a set pattern of collecting them due to time/efficiency reasons. It also appeared that some of these individuals were trying to cause me to be involved in a motor vehicle accident on purpose. When I mentioned that I was collecting license plate numbers from these vehicles, Joe Luta commented sarcastically that “you’ll find that their dead tags!”

When I was hired by PAWC, my job title was that of distribution system utility person (my duties were broad and varied in nature across the scope of operating/maintaining a public water distribution system). Upon the retirement of the water sample collector/water quality person, in December of 2009, I was designated as the primary sample collection person. This position was usually filled by a bidding process as was that of locator, inspector or leak detector. I was subjected to repeated abuse by not only coworkers, but also customers and members of the public in the course of performing my job’s duties. Inappropriate comments were made to me, equipment was removed from my company vehicle, personal items were stolen from my company vehicle and damage was done to both my company vehicle as well as my personal vehicle. I made my supervisors aware of this but my complaints were dismissed as being paranoia, they were just making conversation and you must suffer from delusions!

I realize that some of these events have occurred almost ten years ago, but feel compelled to report these facts and have made every effort to be as accurate and truthful in their telling. I would appreciate if someone would let me know that this letter was received, having been unemployed for the last five years it is not possible for me to spend money on certified mail with return receipts. My cell phone number is 717-580-4111; I don’t usually answer it for unknown numbers and do not have voice mail set up for it. A text or an e-mail to [ovsakmd@gmail.com](mailto:ovsakmd@gmail.com) is the best way to reach me. Thank you for any assistance/advice that you may have regarding this matter.

Yours very truly,

Mark Ovsak

Mark Ovsak's PUC Testimony

PAWC Water Rate Case Hearing 07-21-2022 at 1:00p.m.

Submitted via E-mail attachment on 07-21-2022

Hello,

My name is Mark Ovsak and I reside at 147 W. Governor Rd., Hershey, PA 17033. I reside with my elderly mother who is responsible for paying the water bill.

I would first like to state that I am a former employee of Pennsylvania American Water (P.A.W) who was primarily responsible for water quality (sample collection, analysis, and investigating/ helping solve customer water quality complaints). I was the primary water quality person from December 2009 until my termination. I spent my first two plus years with P.A.W. as a distribution system utility person where I would perform all of the jobs related to operating and maintaining a water distribution system (IE: fixing leaks on mains/service lines, locating water mains/service lines for PA-1calls, leak detection, inspecting water main replacements, sample collection/water quality complaints and all other general tasks as assigned to me by my supervisors).

I was wrongfully terminated by P.A.W. on March 31, 2014 for my refusal to lie to/mislead customers who were having water quality issues related to P.A.W.'s use of chloramines as their primary residual disinfectant for their Mechanicsburg, PA water distribution system.

More specifically my termination resulted from my handling of a water quality complaint from the Inspiration Station Daycare facility located at 2500 Gettysburg Rd. Camp Hill, PA, which is located in a large building that was formerly an engineering office.

Upon initial investigation I found the water in their facility to be extremely old because of its low total CL (chlorine) residual and because of its warmth (this complaint came in late February of 2014 during an extreme winter with lots of polar vortexes causing unusually cold temperatures. The owner of the daycare whose first name is Jennifer showed me a picture of a child who had a severe rash. She was very concerned about the negative publicity that could occur as she had only recently opened her business and had borrowed eighty thousand dollars to do so.

I informed her that the water in her facility needed to be flushed to bring fresher water in and suggested that since she wasn't responsible for paying the water bill that she block the flappers open on all of the toilets in her facility to cause them to run continuously. She wanted to know if she should use the water for making drinks for the kids and I told her I didn't think that was a good thing to do. I collected a wet chemistry sample for analysis after I had run the cold water faucet for approximately ten minutes and flushed the toilet repeatedly in an attempt to draw water from the point of connection to our water

system, but was unable to change the CL or temperature of the water coming from the tap. I also took a drink of the water and it caused a mild burning sensation in my throat and I subsequently developed a mildly upset stomach also. I did not share the burning sensation issue with Jennifer as I only suspected that the water chemistry was very poor from past experience. I assured Jennifer that I would do everything possible to help solve her water quality issue and told her that the water quality supervisor would be contacting her with more information.

I then proceeded to the West Shore Regional Water Treatment Plant with the wet chemistry sample that I had collected and assisted the certified lab analyst who also happens to be a licensed water plant operator with the wet chemistry analysis portions that I was trained and proficient at (monochloramine and free ammonia, I also may have performed the phosphorus to determine the level of orthophosphate (this is a corrosion inhibitor that is added during the water treatment process). The free ammonia reading was 30 PPM (parts per million) a level that I had never witnessed in our distribution system. In the course of my four plus years as the primary water quality person I fielded many complaints from customers who felt that their tap water was causing a burning sensation in their throats, the majority of these complaints came from customers who lived on the fringes of our distribution system and therefore were receiving water that was older than what would be supplied closer to the treatment plants. Although I always drank some of their water I was never able to detect any burning sensation, but different individuals are more/less susceptible to environmental irritants.

When I returned to my primary base of work at 852 Wesley Dr., I phoned the water quality supervisor Mr. Justin Brame and instructed him to call Jennifer and inform her to not use the water for anything other than flushing toilets. He was wishy washy and stated that he would need to get permission from his supervisor Mr. Jon Prawdzik before doing so.

The following day while collecting Bac-T samples, I collected a Bac-T sample from the Capital City sample station which was located catty-corner across Gettysburg Rd. from The daycare. I also collected a wet chemistry sample which was not normally collected at this sample station. I then proceeded to the daycare and upon arrival attempted to contact Mr. Brame but only was able to leave him a voice-mail. I then made contact with Jennifer at the daycare and showed her the initial results from the sample station which was a total CL of approx. 2.20 and a temperature of 33 degrees Fahrenheit. She told me that Mr. Brame had contacted her the day before about not using the water and that she had told him that "Mark drank some of the water and I hope that he is alright!" I checked the daycares water and it had shown some improvement from the day before and I again collected a wet chemistry for analysis if needed. I apologized for Mr. Brame's indecisiveness as he was a new/inexperienced water quality supervisor. Jennifer wanted to know why I wasn't the supervisor and I gave her a vague response not wanting to tell her the truth because I will not be able to advance any further with P.A.W. and that even if I had risen to the position my replacement would have been a lazy, uncaring, integrity lacking individual who would do anything that they were instructed to do by P.A.W. management!



Mr. Brame got back to me via telephone later that day and informed me that the Pennsylvania Department of Environmental Protection (PA D.E.P.) was now involved and that I was not to return to the daycare unless ordered to do so by him! I informed him that I understood him and would not go back unless instructed to.

I never heard what the PA D.E.P. found but several weeks later there was a rather large water leak of unknown origin along the Carlisle Pike in the vicinity of Silver Springs Rd. that was causing chloraminated water to infiltrate a spring house located behind the Best Buy on what was an historic site being the original farm house that was preserved during the development of the Silver Spring shopping center. The Pa D.E.P. became involved in this matter and while on location with numerous P.A.W. employees and supervisors, and a gentleman who had a reputation as a strict taskmaster with the PA D.E.P. and who was extremely rude to me in questioning me about what the total CL was at the nearest Bac-t sample collection location to this site, "do you even remember!" I informed him that that would be at Super Shoes and that it was rather hot like 2.45 but I believe my colorimeter gave me a reading of 2.54 which I would have duly recorded on my sample collection roster/chain of custody. I was able to determine that approximately half of the water that was flowing from the spring house was P.A.W. water by taking a sample and analyzing the Phosphorus level.

After the meeting at the spring house the PA D.E.P. person was checking the total CL reading on a private fire hydrant located next to the Best Buy store. When the meeting was over, Mr. Brame wanted to take me to lunch for pizza but I led to an Oriental style restaurant where he proceeded to threaten me with termination, "the company doesn't want to have to terminate anyone!" I responded with "I keep telling everyone this!" He was also whining about a serious water leak that occurred in the Hershey system that caused the Milton Hershey School to lose a large amount of trout that the students were raising. I told him that he should not take it personally as he did not cause the leak himself but he seemed to feel that upper management would frown on him due to having two serious environmental issues with the leaks near the spring house and the trout hatchery.

Throughout my remaining weeks with P.A.W., I received multiple threats of termination mostly from Mr. Joseph Luta. Some were via the automated work order system and some were verbal. Mr. Luta was a supervisor who showed extremely poor judgment in his conduct at work and was prone to making inappropriate comments to me.

I find it very sad that a company that brags about its caring for water quality and its integrity has shown such a poor track record at both its Mechanicsburg and Hershey locations for a lack of environmental stewardship and a lack of integrity when dealing with its employees and customers.

Thank you for your time with matter, I could go on and on with more examples of the bad/despicable behavior that I witnessed during my employment with P.A.W., but it would not serve any real benefit in this venue.