

December 1, 2022

**Via Electronic Filing**

Rosemary Chiavetta, Esquire  
Secretary  
PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Re: Docket No. C-2022-3036338**

**Elouise Coleman v. Aqua Pennsylvania Wastewater, Inc.  
Response and Answers to New Matter of Aqua**

Dear Secretary Chiavetta:

Enclosed for filing, please find our Response to Aqua Pennsylvania Wastewater, Inc. and our Answer to Aqua's New Matter.

Because we are not lawyers, we would ask your tolerance with respect to proper format for this and the remainder of our document.

If there are any questions, please feel free to call Elouise Coleman at 215-749-2749 or Robyn Coleman-Pleasant at 610-256-0973.

Respectfully,



Elouise Coleman



Robyn Coleman-Pleasant

cc: Margaret A. Morris, Esquire

BEFORE THE

PENNSYLVANIA PUBLIC UTILITY COMMISSION

ELOUISE COLEMAN

v.

Docket No. C-2022-3036338

AQUA PENNSYLVANIA WASTEWATER, INC

Response to the Answer from Aqua Pennsylvania Wastewater, Inc. From Robyn Coleman Pleasant and  
Answer to Aqua Wastewater regarding New Matter.

After reading the answers from the law firm of Reger Rizzo, and Darnall, LLP regarding our complaint to the PA PUC, we would respectfully request that the following information be corrected:

1. We also admit
2. We also admit
3. We also admit
4. We still state that Aqua Pennsylvania Wastewater did not provide the residents of East Norriton, PA with the required notice of the intent to increase our sewer bills by 72.55%. We submitted the signatures of more than 97 residents of East Norriton, PA who also believe they were not notified that Aqua intended to raise our rates by 72.55%. On page number 2, paragraph number 3 of Aqua's response, they included "A copy of the Notice" as Attachment 1. We have read Attachment 1 and we contend that no one with whom we spoke received that document, nowhere in Attachment 1 does it say that the sewer rate for the residents of East Norriton will be increased by 72.55% and there is no date on the Attachment as to when it was written. The residents of East Norriton, PA, with whom we spoke, agree that we did not file a complaint to the proposed rate increase or participate in any of the public hearings scheduled by the Commission because we were not notified of a 72.55% rate increase.

On page #3 paragraph #2 of Aqua's response, they write that "Under Pennsylvania law, tariff provisions that have been properly submitted to and approved by the Commission are prima facie reasonable." Further down in the same paragraph, Aqua also states "...the complainant carries a very heavy burden to prove that the facts and circumstances have changed so drastically as to render the application of the tariff unreasonable." With respect, we the residents of East Norriton, PA are not lawyers, have never implied that we are lawyers and we are not seeking to sue Aqua Wastewater. Instead, we are filing a formal complaint with the Pennsylvania Public Utility Commission with the honest belief that Aqua Wastewater did not properly notify the residents of East Norriton, PA of its intent to increase our rates by 72.55%. Our Wastewater bills have doubled and, in some cases, more than doubled. And, with clear statement that we are not and do not profess to be lawyers, Aqua's Attachment 1 appears to imply that another rate increase will be sought after March 2023. The increase of 72.55%, without proper notice to the Residents of East Norriton, we believe, renders the rate increase unreasonable.

**Customers requesting to be part of the instant Formal Complaint.**

The Residents of East Norriton, PA **are not seeking** a class action against Aqua Wastewater. Some residents have called the PA PUC and lodged complaints against Aqua because of the extremely high increase with no notice. Again, we are not lawyers, and we are not seeking to sue Aqua. We are simply asking that the PA PUC require that Aqua Pennsylvania Wastewater, Inc follow the same rules that apply to PA's other Utility companies.

**Response to New Matter presented by the Law Firm of Reger, Rizzo and Darnall, LLP.**

11. We agree

12. We do not agree that the Tariff should be binding when more than 97 residents of East Norriton, PA were not notified of Aqua's intent to raise our bills by 72.55%. We do not know what Aqua submitted to the PA PUC when they requested approval for an increase in rate for the Township of East Norriton; however, Attachment 1 does not state that they will increase our rate by 72.55%.

13. We do believe that Aqua violated Commission regulations by not properly notifying all residents of East Norriton, PA of their intent to raise the wastewater rates by 72.55%.

14. Again, we are not lawyers, we are not trying to prosecute a complaint on behalf of others and we are not trying to prosecute a complaint on behalf of ourselves. Instead, we are simply filing a formal complaint with the PA PUC against Aqua because we the residents of East Norriton, PA, sincerely believe we were not properly notified of Aqua's intent to increase our wastewater bills by 72.55%.

15. While lawyers from the Law Firm of Regen, Rizzo and Darnall, LLP may believe that our Petition is substantively and procedurally flawed; the signatures were submitted as part of the Formal Complaint to illustrate the number of residents in East Norriton, PA who are in agreement that they received no notice of Aqua's intent to raise our wastewater bills by 72.55%. Therefore, we ask that the signatures not be stricken from our Formal Complaint.

Finally, we ask that our Formal Complaint not be dismissed simply because it appears that Aqua did not give proper notification to all the residents of East Norriton, PA.