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 2 Elouise Coleman & Robyn
 3 Coleman-Pleasant,
 4 v.
 5
 6 Aqua Pennsylvania
 7 Wastewater, Inc.
 8
 9 Initial Call-In
 10 Telephonic Hearing
 11 -----

Docket Nos.: C-2022-
 3036338,
 C-2022-3036340

12 Pages 1 - 68

Judge's Chambers
 State Office Building
 801 Market Street
 Philadelphia, PA

February 2, 2023
 Commencing at 1:28 p.m.

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 22 INDEX TO EXHIBITS

23 Docket Nos. C-2022-3036338, C-2022-3036340

24 Hearing Date: February 2, 2023

25	<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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27	Notice	37	65
28	Respondent's Exhibit A-2		
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February 2, 2023
 Commencing at 1:28 p.m.

22 INDEX TO EXHIBITS

23 Docket Nos. C-2022-3036338, C-2022-3036340

24 Hearing Date: February 2, 2023

26 <u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
27 Respondent's Exhibit A-6		
28 Account Info RC-P	44	65
29 Respondent's Exhibit A-7		
30 Monthly Bills RC-P	45	65
31 Respondent's Exhibit A-8		
32 Informal Complaint EC	24	65

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January 23, 2023

Via Electronic Mail

The Honorable Marta Guhl
c/o pmcneal@pa.gov and sdelvillar@pa.gov

**Re: Docket Nos. C-2022-3036338 and C-2022-3036340
Elouise Coleman, et al. v. Aqua Pennsylvania Wastewater, Inc.
Proposed Hearing Exhibits of Aqua**

Your Honor:

In anticipation of the Telephonic Hearing scheduled Thursday, February 2, 2023, at 1:30 p.m., attached please find the Proposed Exhibits of Aqua Pennsylvania Wastewater, Inc.

A copy of the Proposed Exhibits has been provided to the Complainants in the manner indicated on the enclosed Certificate of Service.

If there are any questions, please feel free to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP


Margaret A. Morris

MAM/co
Enclosures

cc: Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]
Elouise Coleman [w/encls.]
Robyn Coleman-Pleasant [w/encls.]

**Re: Docket Nos. C-2022-3036338 and C-2022-3036340
Elouise Coleman, et al. v. Aqua Pennsylvania Wastewater, Inc.
Proposed Hearing Exhibits of Aqua**

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been served upon the following person(s), in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

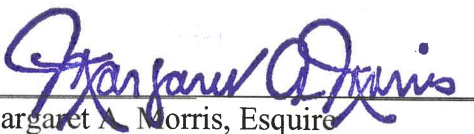
Via First-Class Mail

Elouise Coleman
220 Orchard Lane
East Norriton, PA 19401

Via Electronic and First-Class Mail

Robyn Coleman-Pleasant
2906 Stoney Creek Road
East Norriton, PA 19401
meandmarsh@verizon.net

Dated: January 23, 2023


Margaret A. Morris, Esquire

Docket No. C-2022-3036338 and C-2022-3036340
Elouise Coleman, et al. v. Aqua Pennsylvania Wastewater, Inc.
The Hon. Marta Guhl
Hearing: Thursday, February 2, 2023; 1:30 p.m.
Call-in Hearing No.: 1.866.675.3641; PIN: 37082098

PROPOSED HEARING EXHIBITS OF AQUA

1. Notice of Proposed Rate Increase for East Norriton Township Division
2. Docket No. R-2021-3027386, Tariff Approval Secretarial Letter, dated 6/3/22
3. Rate Zone 10, Tariff for East Norriton Township Division
4. Customer Information Screen for Account of Elouise Coleman
5. Select Monthly Bills for Account of Elouise Coleman
6. Customer Information Screen for Account of Robyn Coleman-Pleasant
7. Select Monthly Bills for Account of Robyn Coleman-Pleasant



NOTICE OF PROPOSED WASTEWATER RATE CHANGES

Dear Customer:

Aqua Pennsylvania, Inc. ("Aqua" or "Company") filed a request with the Pennsylvania Public Utility Commission ("PUC") on Aug. 20, 2021 to increase your wastewater rates as of Oct. 19, 2021. A full investigation of this request by the PUC could delay the change until May 2022. This notice describes our request, the PUC's role, and what actions you can take.

AQUA'S RATE REQUEST

Aqua is requesting a total overall rate increase of \$97.7 million per year for all of our water and wastewater operations. This covers investments in system repairs and improvements that Aqua has already made since April 2020 and projected through March 2023. It also covers the cost of operation and maintenance, essential to ensuring proper treatment and uninterrupted service. Since the last rate case, Aqua has invested approximately \$1.1 billion in infrastructure and other service improvements.

THE RATES YOU PAY DIRECTLY BENEFIT YOUR COMMUNITY

The investments Aqua has made in our water and wastewater systems throughout the state have increased reliability and capacity and helped prevent service interruptions. These improvements include, but are not limited to, the following: collection system replacement and renewal, treatment plant rehabilitation, upgrades to electrical systems, installation of remote monitoring systems, and installation of generators.

Aqua's commitment to ongoing system investments helps ensure uninterrupted service and the appropriate treatment of wastewater to protect the environment. It also helps protect our customers from critical systems failures that many U.S. communities are now facing due to aging water and wastewater infrastructure.

If the Company's entire request is approved, the typical wastewater bill for:

- Residential customers using 3,600 gallons a month would increase from \$35.91 to \$55.91 per month.
- Commercial customers using 24,500 gallons a month would increase from \$172.59 to \$192.60 per month.

Aqua's filing with the PUC also requests a combined revenue requirement for the Company's water and wastewater operations.

To find out how the request may change your wastewater bill, or to address any other questions you might have, contact Aqua at 877.987.2782. You can find the rates we asked for in Original Tariff Water – PA P.U.C. No. 3 and Original Tariff Sewer – PA P.U.C. No. 3, filed with the PUC or on our website at AquaAmerica.com. You may review the material we filed with the PUC at our office in Bryn Mawr, Pennsylvania. You can also ask us to send you a copy of our Statement of Reasons, which is a plain-language summary of why we need to raise our rates.

PUC ROLE

The state agency that approves rates for public utilities is the PUC. The PUC will review and investigate the requested rate increase. Aqua must prove that the requested rates are reasonable. After examining the evidence, the PUC may grant all, some, or none of the request or may reduce existing rates. As a result, the final effect on your bill may be different than Aqua's request.

ACTIONS YOU CAN TAKE

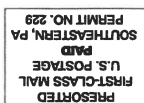
You may challenge the Company's request by:

1. Sending a letter to the PUC. You can tell the PUC why you object to the requested rate increase in your letter. You can also tell the PUC about any other concerns you have about the Company. This information can be helpful when the PUC investigates the rate request. Send your letter to the Pennsylvania Public Utility Commission, Post Office Box 3265, Harrisburg, PA 17105-3265.
2. Attending or presenting testimony at PUC public input hearings. You can attend or be a witness at a PUC public hearing. The PUC holds public input hearings if it opens an investigation of the Company's rate increase request and if there is enough interest in the case. At these hearings you may present your views in person to the PUC judge and to Company representatives. Testimony under oath becomes part of the rate case record. The PUC holds these hearings in the service area of the Company. For more information, call the PUC at 800.692.7380.

3. **Becoming a party by filing a formal complaint.** If you want to be a party to the case, you must file a formal complaint. You then have an opportunity to take part in all hearings about the rate increase request. You can receive copies of all materials distributed by the other parties. Formal complaints should be filed with the PUC before Oct. 19, 2021. If no one files a formal complaint, the PUC may grant all, some or none of the request without holding a hearing before a PUC judge. You can request a formal complaint form by writing to the Pennsylvania Public Utility Commission, Post Office Box 3265, Harrisburg, PA 17105-3265, or by going to its website: www.puc.pa.gov.

East Norriton WW

Return Service Requested



East Norriton WW
Bryn Mawr, PA 19010
762 W. Lancaster Ave.
An Essentia Health Company



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120



June 3, 2022

Docket Nos. R-2021-3027385
R-2021-3027386

Erin M. Feeney
Aqua Pennsylvania, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010

Re: Aqua Pennsylvania, Inc. Compliance Filing, Original Tariff Water-PA P.U.C. No. 3; and Aqua Pennsylvania Wastewater, Inc. Compliance Filing, Original Tariff Sewer-PA P.U.C. No. 3

Dear Ms. Feeney:

By Opinion and Order entered May 16, 2022, the Commission authorized Aqua Pennsylvania, Inc. and Aqua Pennsylvania Wastewater, Inc. (the Company) to file tariff revisions designed to produce an annual revenue increase of approximately \$50,510,192 for water service, and an annual revenue increase of approximately \$18,740,978 for wastewater service, to become effective for service rendered on and after May 19, 2022.

On May 23, 2022, the Company filed Original Tariff Water-PA P.U.C. No. 3 and Original Tariff Sewer-PA P.U.C. No. 3, effective May 19, 2022 (Compliance Tariffs). The Company also filed a detailed proof of revenues, demonstrating that the filed tariff adjustments comply with the provisions of the final Opinion and Order.

Commission Staff reviewed the tariff revisions and proof of revenues and found that suspension or further investigation does not appear warranted at this time. Therefore, in accordance with 52 Pa. Code Chapter 53, the Commission will allow the Compliance Tariffs to become effective by operation of law according to the effective date contained on each page of the tariffs. However, approval of the Compliance Tariffs is subject to investigation, refund, and recoupment based on the outcome of the Commission's review of Petitions for Reconsideration and Clarification filed in the above dockets.¹ The Company may be required to file revised Compliance Tariffs as necessary.

¹ See *Petition for Reconsideration and/or Clarification of CAUSE-PA*, and *Petition for Reconsideration/Clarification of Aqua Pennsylvania, Inc. and Aqua Pennsylvania Wastewater, Inc.*, filed May 31, 2022 at Docket Nos. R-2021-3027385 and R-2021-3027386.



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120

If you have any questions in this matter, please contact Marissa Boyle, Bureau of Technical Utility Services, at (717) 787-7237 or maboyle@pa.gov.

Sincerely,

A handwritten signature in black ink that reads "Rosemary Chiavetta". The signature is written in a cursive style with a large initial "R".

Rosemary Chiavetta
Secretary

AQUA PENNSYLVANIA WASTEWATER, INC.
(hereinafter referred to as the "Company")

RATES, RULES, AND REGULATIONS

GOVERNING THE COLLECTIONS OF

WASTEWATER

IN PORTIONS OF

**ADAMS, BERKS, BUCKS, CARBON, CHESTER, CLARION, CLEARFIELD, DELAWARE,
LACKAWANNA, LUZERNE, MONROE, MONTGOMERY, PIKE, SCHUYLKILL, VENANGO,
AND WYOMING COUNTIES**

IN THE COMMONWEALTH OF PENNSYLVANIA

ISSUED: May 23, 2022

EFFECTIVE: May 19, 2022

By:

**Marc Lucca, President
Aqua Pennsylvania, Inc.
762 Lancaster Avenue
Bryn Mawr, Pennsylvania 19010**

NOTICE

**THIS TARIFF PROPOSES INCREASES IN RATES AND CHANGES IN RULES
AND REGULATION OF SERVICE.**

LIST OF CHANGES MADE BY THIS TARIFF

This proposed TARIFF WASTEWATER-PA P.U.C. NO. 3 as filed by Aqua Pennsylvania Wastewater, Inc. at Docket No. R-2021-3027386 on May 23, 2022 supersedes TARIFF WASTEWATER WATER-PA P.U.C. NO. 2.

This proposed tariff also resets the Distribution System Improvement Charge (DSIC) to zero percent, simultaneously with the effective date of the new base rates.

ISSUED: May 23, 2022

2

EFFECTIVE: May 19, 2022

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DSIC (Cont'd)	13	Original Page
DSIC (Cont'd)	14	Original Page

SCHEDULE OF RATES

RATE ZONE 10 -- METERED AND UNMETERED

The rates under this schedule apply to all customer classes in the territories served subject to Rate Zone 10 rates as noted in the Description of Territories Served section under this tariff unless otherwise specifically identified below.

NON-RESIDENTIALMONTHLY SERVICE CHARGE

Customer Charge (\$)	Rate Zone 10
Fixed (per EDU)	\$ 34.94
Unmetered Charge (per EDU)	\$ 64.89

MONTHLY CONSUMPTION CHARGE

Consumption Charge (per 1,000 gallons)	\$ 7.5900
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RESIDENTIALMONTHLY SERVICE CHARGE

Customer Charge (\$)	Rate Zone 10
Fixed (per EDU)	\$ 35.57
Unmetered Charge (per EDU)	\$ 66.06

MONTHLY CONSUMPTION CHARGE

Consumption Charge (per 1,000 gallons)	\$ 7.7260
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COLEMAN, ELOUISE - CSR Interface (UCACSRI 3.1.5-2)(0423.029)(CISF)-COO

Cost Code: 2599167 Prem Code: 1487332 Address: 320 ORCHARD LN EAST NORRITON PA 19407-1313 Service Selector: A-1 RES MTH 1 DIAL SEW

Timer: On Off

Summary	Bill Information	Collection	Service	Deposit	Contact History	Mtr/MIU	Oth Inv
Last Bill Amount: 44.84	Acct Status: Active	Established: 19-JUN-2020	Pending SO: <input type="checkbox"/>	Life Support: <input type="checkbox"/>			
Last Bill Date: 05-JAN-2023	Credit Rating: Excellent	Billing Cycle: 2030	Budget: <input type="checkbox"/>	Notes: <input type="checkbox"/>			
Due Date: 27-JAN-2023	Next Read Date:	Next Bill Date:	Pymt Arr: <input type="checkbox"/>	Complaints: <input type="checkbox"/>			
Past Due: 0.00	Penalty Exempt: <input checked="" type="checkbox"/> No Check: <input type="checkbox"/>		Bank Draft: <input type="checkbox"/>	Master: <input type="checkbox"/>			
Acct Balance: 44.84	Bad Debt Exempt: <input checked="" type="checkbox"/> Haz Mat: <input type="checkbox"/>		Contract: <input type="checkbox"/>	Consol Bill: <input type="checkbox"/>			
Billed Charges: 44.84	Charity: <input type="checkbox"/> Inspection Required: <input type="checkbox"/>		Letters: <input type="checkbox"/>	Loans: <input type="checkbox"/>			
Payments: 0.00			Bad Debt: <input type="checkbox"/>	Resp: <input type="checkbox"/>			
Adjustments: 0.00			Credit Card: <input type="checkbox"/>	EWQ: <input type="checkbox"/>			
Discounts: 0.00				Pending RD: <input type="checkbox"/>			
Unbilled Chrg: 0.00							
Company Name: EAST NORRITON TOWNSHIP WASTEWATER							
Dist: P221 Dist Desc: EAST NORRITON							
Next Read Date: Days Till: 0 DIV: E DIV Desc: PA - Southeast - East							



Service To:
ELOUISE COLEMAN
220 ORCHARD LN
EAST NORRITON, PA 19401-1312

Account Number
002599167 1487332
 EAST NORRITON WW
 2200692 PWSID # PA0026816

Aqua Pennsylvania Wastewater Toll Free: **877.987.2782** Questions about your sewer service? Contact us before the due date.
 762 W. Lancaster Avenue Fax: **866.780.8292** Bill Date **June 02, 2022** Total Amount Due **\$ 23.41** Current Charges Due Date **June 24, 2022**
 Bryn Mawr, PA 19010-3489 **AquaAmerica.com**

Meter Data	Billing Period	Days	Usage	Units
	05/03/22	29	1,600	Gallons
	04/04/22			
Average Daily Usage = 55 Gallons	Total Days:	29	Total Usage:	1,600 Gallons



Billing Detail

Amount Owed from Last Bill	\$ 46.30
Total Payments Received	46.30
Remaining Balance	0.00
Customer Charge includes 1,333 Gallons	21.08
267 gallons @ \$0.00654 per gallon	1.75
Total Current Sewer Charges	22.83
Late Charge	0.58
Amount Due.....	\$ 23.41

Message Center (see reverse side for other information)

- Coming soon: We are excited to announce that a new and improved Aqua website will be launching this summer! The new site will offer user-friendly enhancements and a new look. More details will be shared soon.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

RETURN THIS PORTION WITH YOUR PAYMENT



Aqua Pennsylvania Wastewater
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

MAKE CHECK PAYABLE TO:
Aqua PA WW

Account Number
002599167-1487332

Please do not remit payment to the above address

DUE DATE **06/24/2022** TOTAL AMOUNT DUE **\$23.41**

Cyc=2030 1up=3759196

Seq=32569

Amount Enclosed \$.



ELOUISE COLEMAN
 220 ORCHARD LN
 EAST NORRITON PA 19401-1312

AQUA PENNSYLVANIA
 PO BOX 70279
 PHILADELPHIA PA 19176-0279



00259916714873320000000023411

Important Customer Information

Office Information:
Aqua Pennsylvania
762 W. Lancaster Avenue
Bryn Mawr, PA 19010

Toll Free: 877.987.2782
Fax: 866.780.8292
AquaAmerica.com

Please notify our office immediately upon change of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified.

Applicable rates, rules and regulations under which service is furnished are on file at the office address listed above. Copies may be obtained upon request.

We welcome the opportunity to work with you and will attempt to resolve any concern that you may have.

Payment Options

Pay by mail to: PO Box 70279, Philadelphia, PA
19176-0279

Pay by phone at 866.269.2906 24/7 for a fee to the customer.

Free Payment Option

WaterSmart e-Billing: Switch to paperless billing today. Enjoy the convenience of viewing and paying your bill online. Visit us at AquaAmerica.com to sign up today!

Aqua Pennsylvania is an Essential Utilities Inc. company (NYSE:WTRG). For more information, visit our website at AquaAmerica.com.



View your account, pay your current bill, check your daily balance, sign up for paperless billing, make a one-time payment.



(Scan with smartphone)

Save time and cut clutter with paperless billing!

Enroll today in WaterSmart e-Billing. You can cut the clutter of a paper bill, and we'll notify you by email when your bill is available to view online. It's simple, secure, and free of charge.

Visit AquaAmerica.com for more details or use your smartphone camera to link directly to the site.

You will need your 16 digit account number and mailing address ZipCode printed on the front of your statement.



Service To:
ELOUISE COLEMAN
220 ORCHARD LN
EAST NORRITON, PA 19401-1312

Account Number
002599167 1487332
 EAST NORRITON WW
 2200692 PWSID # PA0026816

Aqua Pennsylvania Wastewater Toll Free: **877.987.2782**
 762 W. Lancaster Avenue Fax: **866.780.8292**
 Bryn Mawr, PA 19010-3489 **AquaAmerica.com**

Questions about your sewer service? Contact us before the due date.
 Bill Date Total Amount Due Current Charges Due Date
September 02, 2022 \$ 44.84 September 26, 2022

Meter Data

Billing Period	Days	Usage	Units
08/02/22 07/05/22	28	1,200	Gallons
Average Daily Usage = 42 Gallons	Total Days: 28	Total Usage: 1,200	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 34.29
Total Payments Received	34.29
Remaining Balance	0.00
Customer Charge Sewer	35.57
1,200 gallons @ \$0.007726 per gallon.....	9.27
Total Current Sewer Charges	44.84
Amount Due.....	\$ 44.84

Message Center (see reverse side for other information)

- Coming soon: We are excited to announce that a new and improved Aqua website will be launching this summer! The new site will offer user-friendly enhancements and a new look. More details will be shared soon.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

RETURN THIS PORTION WITH YOUR PAYMENT



Aqua Pennsylvania Wastewater
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Please do not remit payment to the above address

Cyc=2030 1up=3927991

Seq=22153

MAKE CHECK PAYABLE TO:
Aqua PA WW

Account Number
002599167-1487332

DUE DATE
09/26/2022

TOTAL AMOUNT DUE
\$44.84

Amount Enclosed \$.



ELOUISE COLEMAN
 220 ORCHARD LN
 EAST NORRITON PA 19401-1312

AQUA PENNSYLVANIA
 PO BOX 70279
 PHILADELPHIA PA 19176-0279



00259916714873320000000044844

Important Customer Information

Office Information:
Aqua Pennsylvania
762 W. Lancaster Avenue
Bryn Mawr, PA 19010

Toll Free: 877.987.2782
Fax: 866.780.8292
AquaAmerica.com

Please notify our office immediately upon change of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified.

Applicable rates, rules and regulations under which service is furnished are on file at the office address listed above. Copies may be obtained upon request.

We welcome the opportunity to work with you and will attempt to resolve any concern that you may have.

Payment Options

Pay by mail to: PO Box 70279, Philadelphia, PA
19176-0279

Pay by phone at 866.269.2906 24/7 for a fee to the customer.

Free Payment Option

WaterSmart e-Billing: Switch to paperless billing today. Enjoy the convenience of viewing and paying your bill online. Visit us at AquaAmerica.com to sign up today!

Aqua Pennsylvania is an Essential Utilities Inc. company (NYSE:WTRG). For more information, visit our website at AquaAmerica.com.



View your account, pay your current bill, check your daily balance, sign up for paperless billing, make a one-time payment.



(Scan with smartphone)

Save time and cut clutter with paperless billing!

Enroll today in WaterSmart e-Billing. You can cut the clutter of a paper bill, and we'll notify you by email when your bill is available to view online. It's simple, secure, and free of charge.

Visit AquaAmerica.com for more details or use your smartphone camera to link directly to the site.

You will need your 16 digit account number and mailing address ZipCode printed on the front of your statement.



Service To:
ELOUISE COLEMAN
220 ORCHARD LN
EAST NORRITON, PA 19401-1312

Account Number
002599167 1487332
 EAST NORRITON WW
 2200692 PWSID # PA0026816

Aqua Pennsylvania Wastewater Toll Free: **877.987.2782**
 762 W. Lancaster Avenue Fax: **866.780.8292**
 Bryn Mawr, PA 19010-3489 **AquaAmerica.com**

Questions about your sewer service? Contact us before the due date.
 Bill Date Total Amount Due Current Charges Due Date
December 02, 2022 \$ 44.07 December 27, 2022

Meter Data

Billing Period	Days	Usage	Units
11/02/22 10/04/22	29	1,100	Gallons
Average Daily Usage = 37 Gallons	Total Days: 29	Total Usage: 1,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 44.84
Total Payments Received	44.84
Remaining Balance	0.00
Customer Charge Sewer	35.57
1,100 gallons @ \$0.007726 per gallon.....	8.50
Total Current Sewer Charges	44.07
Amount Due.....	\$ 44.07

Message Center (see reverse side for other information)

- Your bill may contain a Rate Case Adjustment and Distribution System Improvement Charge Credit. They reflect an adjustment for the period between when Aqua's new rates were effective on 5.19.2022 and when they were implemented, 6.20.2022. Learn more at <https://www.aquaamerica.com/our-states/pennsylvania>
- Coming soon: We are excited to announce that a new and improved Aqua website will be launching soon! The new site will offer user-friendly enhancements and a new look. More details will be shared soon.

RETURN THIS PORTION WITH YOUR PAYMENT



Aqua Pennsylvania Wastewater
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

MAKE CHECK PAYABLE TO:
Aqua PA WW

Account Number
002599167-1487332

DUE DATE **12/27/2022** TOTAL AMOUNT DUE **\$44.07**

Please do not remit payment to the above address

Cyc=2030 1up=4094118

Seq=13612

Amount Enclosed \$.



ELOUISE COLEMAN
 220 ORCHARD LN
 EAST NORRITON PA 19401-1312

AQUA PENNSYLVANIA
 PO BOX 70279
 PHILADELPHIA PA 19176-0279



00259916714873320000000044078

Important Customer Information

Office Information:
Aqua Pennsylvania
762 W. Lancaster Avenue
Bryn Mawr, PA 19010

Toll Free: 877.987.2782
Fax: 866.780.8292
AquaAmerica.com

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We welcome the opportunity to work with you and will attempt to resolve any concern that you may have.

Payment Options

Pay by mail to: PO Box 70279, Philadelphia, PA
19176-0279

Pay by phone at 866.269.2906 24/7 for a fee to the customer.

Free Payment Option

WaterSmart e-Billing: Switch to paperless billing today. Enjoy the convenience of viewing and paying your bill online. Visit us at AquaAmerica.com to sign up today!

Aqua Pennsylvania is an Essential Utilities Inc. company (NYSE:WTRG). For more information, visit our website at AquaAmerica.com.



View your account, pay your current bill, check your daily balance, sign up for paperless billing, make a one-time payment.



(Scan with smartphone)

Save time and cut clutter with paperless billing!

Enroll today in WaterSmart e-Billing. You can cut the clutter of a paper bill, and we'll notify you by email when your bill is available to view online. It's simple, secure, and free of charge.

Visit AquaAmerica.com for more details or use your smartphone camera to link directly to the site.

You will need your 16 digit account number and mailing address ZipCode printed on the front of your statement.

PLEASANT.ROBYN-CSR Interface (UCACSRI 3.1.5-2)(0423.029)(CISF)-COO

Cust Code: 2599396
Timer: On Off

Prere Code Address: 1437561 2900 STONEY CREEK RD EAST NORRITON PA 19401-1016

Service Selector: - All Services
 A- 1 RES MTH 1 DIAL SEW

Summary	Bill Information	Collection	Service	Deposit	Contact History	Mtr:MIU	Oth Inv
Last Bill Amount: 81 07	Acct Status: Active				Pending SO: <input type="checkbox"/>		Life Support: <input type="checkbox"/>
Last Bill Date: 05-JAN-2020	Established: 19-JUN-2020				Budget: <input type="checkbox"/>		Notes: <input type="checkbox"/>
Due Date: 27-JAN-2020	Credit Rating: Excellent				Pynt Arr: <input type="checkbox"/>		Complaints: <input type="checkbox"/>
Past Due: 0 00	Billing Cycle: 2030				Bank Draft: <input type="checkbox"/>		Master: <input type="checkbox"/>
Acct Balance: 0 00	Next Read Date:				CoApp: <input type="checkbox"/>		Consol Bill: <input type="checkbox"/>
Billed Charges: 81 07	Next Bill Date:				Contract: <input type="checkbox"/>		Cust Asst: <input type="checkbox"/>
Payments: 81 07	Penalty Exempt: <input checked="" type="checkbox"/> No Check: <input type="checkbox"/>				Letters: <input type="checkbox"/>		Loans: <input type="checkbox"/>
Adjustments: 0 00	Bad Debt Exempt: <input checked="" type="checkbox"/> Haz Mat: <input type="checkbox"/>				Bad Debt: <input type="checkbox"/>		Resp: <input type="checkbox"/>
Discounts: 0 00	Charity: <input type="checkbox"/> Inspection Required: <input type="checkbox"/>				Credit Card: <input type="checkbox"/>		EVO: <input type="checkbox"/>
Unbilled Chrg: 0 00							Pending RD: <input type="checkbox"/>
Company Name: EAST NORRITON TOWNSHIP WASTEWATER							
Dist: P221 Dist Desc: EAST NORRITON							
Next Read Date: Days To: 0 DIV: E DIV Desc: PA - Southeast - East							

Aqua Pennsylvania Wastewater Toll Free: **877.987.2782**
 762 W. Lancaster Avenue Fax: **866.780.8292**
 Bryn Mawr, PA 19010-3489 **AquaAmerica.com**

Questions about your sewer service? Contact us before the due date.
 Bill Date **June 02, 2022** Total Amount Due **\$ 38.84** Current Charges Due Date **June 24, 2022**

Meter Data

Billing Period	Days	Usage	Units
05/03/22 04/04/22	29	3,900	Gallons
Average Daily Usage = 134 Gallons	Total Days: 29	Total Usage: 3,900	Gallons



Billing Detail

Amount Owed from Last Bill	\$ 77.70
Total Payments Received	77.70
Remaining Balance	0.00
Customer Charge includes 1,333 Gallons	21.08
2,567 gallons @ \$0.00654 per gallon	16.79
Total Current Sewer Charges	37.87
Late Charge	0.97
Amount Due.....	\$ 38.84

Message Center (see reverse side for other information)

- Coming soon: We are excited to announce that a new and improved Aqua website will be launching this summer! The new site will offer user-friendly enhancements and a new look. More details will be shared soon.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

RETURN THIS PORTION WITH YOUR PAYMENT



Aqua Pennsylvania Wastewater
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Please do not remit payment to the above address

Cyc=2030 1up=3759196

Seq=33367

MAKE CHECK PAYABLE TO:
Aqua PA WW

Account Number
002599396-1487561

DUE DATE **06/24/2022** TOTAL AMOUNT DUE **\$38.84**

Amount Enclosed \$.



ROBYN PLEASANT
 2906 STONEY CREEK RD
 EAST NORRITON PA 19401-1318

AQUA PENNSYLVANIA
 PO BOX 70279
 PHILADELPHIA PA 19176-0279



00259939614875610000000038849

Important Customer Information

Office Information:
Aqua Pennsylvania
762 W. Lancaster Avenue
Bryn Mawr, PA 19010

Toll Free: 877.987.2782
Fax: 866.780.8292
AquaAmerica.com

Please notify our office immediately upon change of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified.

Applicable rates, rules and regulations under which service is furnished are on file at the office address listed above. Copies may be obtained upon request.

We welcome the opportunity to work with you and will attempt to resolve any concern that you may have.

Payment Options

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19176-0279

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Service To:
ROBYN PLEASANT
2906 STONEY CREEK RD
EAST NORRITON, PA 19401-1318

Account Number
002599396 1487561
 EAST NORRITON WW
 2200692 PWSID # PA0026816

Aqua Pennsylvania Wastewater Toll Free: **877.987.2782**
 762 W. Lancaster Avenue Fax: **866.780.8292**
 Bryn Mawr, PA 19010-3489 **AquaAmerica.com**

Questions about your sewer service? Contact us before the due date.
 Bill Date Total Amount Due Current Charges Due Date
September 02, 2022 \$ 62.61 September 26, 2022

Meter Data

Billing Period	Days	Usage	Units
08/02/22 07/05/22	28	3,500	Gallons
Average Daily Usage = 125 Gallons	Total Days: 28	Total Usage: 3,500	Gallons

Billing Detail

Amount Owed from Last Bill \$ 52.07
 Total Payments Received 52.07
Remaining Balance 0.00
 Customer Charge Sewer 35.57
 3,500 gallons @ \$0.007726 per gallon..... 27.04
 Total Current Sewer Charges 62.61
Amount Due..... \$ 62.61

Message Center (see reverse side for other information)

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RETURN THIS PORTION WITH YOUR PAYMENT



Aqua Pennsylvania Wastewater
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Please do not remit payment to the above address

Cyc=2030 1up=3927991

Seq=22895

MAKE CHECK PAYABLE TO:
Aqua PA WW

Account Number
002599396-1487561

DUE DATE **09/26/2022** TOTAL AMOUNT DUE **\$62.61**

Amount Enclosed \$.



ROBYN PLEASANT
 2906 STONEY CREEK RD
 EAST NORRITON PA 19401-1318

AQUA PENNSYLVANIA
 PO BOX 70279
 PHILADELPHIA PA 19176-0279



00259939614875610000000062615

Important Customer Information

Office Information:
Aqua Pennsylvania
762 W. Lancaster Avenue
Bryn Mawr, PA 19010

Toll Free: 877.987.2782
Fax: 866.780.8292
AquaAmerica.com

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Service To:
ROBYN PLEASANT
2906 STONEY CREEK RD
EAST NORRITON, PA 19401-1318

Account Number
002599396 1487561
 EAST NORRITON WW
 2200692 PWSID # PA0026816

Aqua Pennsylvania Wastewater Toll Free: **877.987.2782**
 762 W. Lancaster Avenue Fax: **866.780.8292**
 Bryn Mawr, PA 19010-3489 **AquaAmerica.com**

Questions about your sewer service? Contact us before the due date.
 Bill Date Total Amount Due Current Charges Due Date
December 02, 2022 \$ 124.44 December 27, 2022

Meter Data

Billing Period	Days	Usage	Units
11/02/22	29	3,300	Gallons
10/04/22			
Average Daily Usage = 113 Gallons	Total Days: 29	Total Usage: 3,300	Gallons

Billing Detail

Amount Owed from Last Bill \$ 63.37
 Total Payments Received 0.00
Remaining Balance 63.37
 Customer Charge Sewer 35.57
 3,300 gallons @ \$0.007726 per gallon..... 25.50
 Total Current Sewer Charges 61.07
Amount Due..... \$ 124.44

Message Center (see reverse side for other information)

- Your bill may contain a Rate Case Adjustment and Distribution System Improvement Charge Credit. They reflect an adjustment for the period between when Aqua's new rates were effective on 5.19.2022 and when they were implemented, 6.20.2022. Learn more at <https://www.aquaamerica.com/our-states/pennsylvania>
- Coming soon: We are excited to announce that a new and improved Aqua website will be launching soon! The new site will offer user-friendly enhancements and a new look. More details will be shared soon.

RETURN THIS PORTION WITH YOUR PAYMENT



Aqua Pennsylvania Wastewater
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

MAKE CHECK PAYABLE TO:
Aqua PA WW

Account Number
002599396-1487561

DUE DATE **12/27/2022** TOTAL AMOUNT DUE **\$124.44**

Please do not remit payment to the above address

Cyc=2030 1up=4094118

Seq=14487

Amount Enclosed \$.



ROBYN PLEASANT
 2906 STONEY CREEK RD
 EAST NORRITON PA 19401-1318

AQUA PENNSYLVANIA
 PO BOX 70279
 PHILADELPHIA PA 19176-0279



00259939614875610000000124443

Important Customer Information

Office Information:
Aqua Pennsylvania
762 W. Lancaster Avenue
Bryn Mawr, PA 19010

Toll Free: 877.987.2782
Fax: 866.780.8292
AquaAmerica.com

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You will need your 16 digit account number and mailing address ZipCode printed on the front of your statement.

February 2, 2023

Via Electronic Mail

The Honorable Marta Guhl
c/o pmcneal@pa.gov and sdelvillar@pa.gov

**Re: Docket Nos. C-2022-3036338 and C-2022-3036340
Elouise Coleman, et al. v. Aqua Pennsylvania Wastewater, Inc.
Late-filed Proposed Exhibit of Aqua**

Your Honor:

Attached please find the Late-filed Proposed Exhibit of Aqua Pennsylvania Wastewater, Inc. which is BCS Decision No. 3863606, closed 10/5/22 (Proposed Exhibit #8).

A copy of the Late-filed Proposed Exhibit has been provided to the Complainants in the manner indicated on the enclosed Certificate of Service.

If there are any questions, please feel free to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/co
Enclosures

cc: Mary McFall Hopper, Esquire, Aqua Pennsylvania, Inc. [w/encls.]
Elouise Coleman [w/encls.]
Robyn Coleman-Pleasant [w/encls.]

**Re: Docket Nos. C-2022-3036338 and C-2022-3036340
Elouise Coleman, et al. v. Aqua Pennsylvania Wastewater, Inc.
Late-filed Proposed Exhibit of Aqua**

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been served upon the following person(s), in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

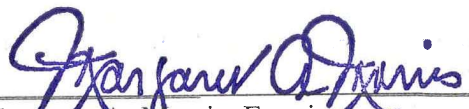
Via First-Class Mail

Elouise Coleman
220 Orchard Lane
East Norriton, PA 19401

Via Electronic and First-Class Mail

Robyn Coleman-Pleasant
2906 Stoney Creek Road
East Norriton, PA 19401
meandmarsh@verizon.net

Dated: February 2, 2023


Margaret A. Morris, Esquire

Docket No. C-2022-3036338 and C-2022-3036340
Elouise Coleman, et al. v. Aqua Pennsylvania Wastewater, Inc.
The Hon. Marta Guhl
Hearing: Thursday, February 2, 2023; 1:30 p.m.
Call-in Hearing No.: 1.866.675.3641; PIN: 37082098

PROPOSED HEARING EXHIBITS OF AQUA

1. Notice of Proposed Rate Increase for East Norriton Township Division
2. Docket No. R-2021-3027386, Tariff Approval Secretarial Letter, dated 6/3/22
3. Rate Zone 10, Tariff for East Norriton Township Division
4. Customer Information Screen for Account of Elouise Coleman
5. Select Monthly Bills for Account of Elouise Coleman
6. Customer Information Screen for Account of Robyn Coleman-Pleasant
7. Select Monthly Bills for Account of Robyn Coleman-Pleasant
8. BCS Decision No. 3863606, closed 10/5/22*

***Late-filed Exhibit**



Back

General

Creation Date 9/12/2022 10:46:50 AM
PUC Address P O Box 3265, Harrisburg, PA 17105
Case Number 3863606
Account Number 0025991671487332
Service Class RESIDENTIAL
Status OPENING

Company Information

Company Name AQUA PA (ALL DIVISIONS)
Company Code 0388
Company Type WATER PRIVATE

Customer Information

Name ELOUISE COLEMAN
Home Area Code 610
Home Phone Number 2791740
Work Area Code
Work Phone Number
Service Address 1 220 ORCHARD LN
Service Address 2
Service City EAST NORRITON
Service State PA
Service Zip (5) 19401
Service Zip (4)
Mail Address 1
Mail Address 2
Mail City
Mail State
Mail Zip (5)
Mail Zip (4)
Adults 0
Children 0
Age

Misc. Case Information

Date Opened 9/12/2022 12:00:00 AM
Reason For Contact ON - PAR WITH DISPUTE (#63)
Case Term. Date
Business Name

Problem CUSTOMER SEWAGE RATE WENT FROM \$21.35 TO \$35.57 PER MONTH BASE FEE AND CUSTOMER DO NOT HAVE ANY LEAKS, ONE PERSON IN THE HOUSEHOLD AND NOW PAYING \$44.84 SEWAGE BILL PER MONTH. CUSTOMER FEEL COMPANY BASE CHARGE OF \$35.57 IS TOO HIGH AND 0.007766 CHARGE PER GALLON ARE ALSO TOO HIGH. CUSTOMER WANT PUC TO REVIEW AND WANT THIS AMOUNT LOWER. THE CELL PHONE NUMBER (215) 749 - 2749 HAS BEEN ALLOWED TO BE SHARED.

Company Position 09/12/2022 COMPANY INFORMED CUSTOMER PUC APPROVED THE RATE.

Related Information

Misc Info CU DO NOT HAVE EMAIL

Hot Issue

Case Origin TELEPHONE

Prior Case Number

Arreage \$0.00

BCS Information

BCS Investigator Name BCS CASE POOL

BCS Phone Area Code 717

BCS Phone Number 7875468

BCS Fax Area Code 717

BCS Fax Number 7876641

BCS Intaker Name EVERETT KINCHLOE

Number of Times Sent 1

Number of Times Faxed 0

Back

General

Creation Date 10/5/2022 10:50:10 AM
PUC Address P O Box 3265, Harrisburg, PA 17105
Case Number 3863606
Account Number 0025991671487332
File Type CLOSING

Company Information

Company Name AQUA PA WASTEWATER
Company Code 0616
Company Type SEWER

Customer Information

Name ELOUISE COLEMAN
Service Address 1 220 ORCHARD LN
Service Address 2
Service City EAST NORRITON
Service State PA
Service Zip (5) 19401
Service Zip (4)

BCS Information

BCS Investigator Name RICKY WIJAYA
BCS Phone Area Code
BCS Phone Number
BCS Fax Area Code 717
BCS Fax Number 7876641
BCS Intaker Name
Number of Times Sent 1
Number of Times Faxed 0

Closed Case Details

Decision/Issue

Oral/Written O
Violation NO
Chapter

Section Rule

Total Balance \$44.84
Date Closed 10/5/2022 12:00:00 AM
Balance Date 9/12/2022 12:00:00 AM

Resolution VERBAL CLOSE -- SPOKE TO MS. COLEMAN. REVIEW CASE AND CO RESPONSE. ADV. CU THAT THE RATE INCREASE HAS BEEN APPROVED AND THE COMPANY IS CHARGING IN ACCORDANCE TO THE APPROVE RATE INCREASE. CUSTOMER ASK A SERIES OF QUESTIONS OF HOW RATE INCREASE PROCESS. PROVIDE THE BEST ANSWERS I CAN GIVE CUSTOMER. CUSTOMER FEEL THAT THE RATE INCREASE APPROVED BY THE PUC IS TOO HIGH. ADV. CU THAT THAT SHE MAY ESCALATE HER CONCERNS TO THE FORMAL COMPLAINT PROCESS. EXPLAINED PUC FORMAL COMPLAINT PROCESS. CU ASK QUESTIONS ABOUT LOCALLY OWNED MUNICIPALITY VS PUBLICLY OWNED MUNICIPALITY LIKE AQUA. PROVIDE BEST ANSWER I CAN. CUSTOMER STATED THAT SHE HAS A PETITION

FROM HER NEIGHBORS AND WANT TO FILE FORMAL. GIVE SEC BUREAU PHONE NUMBER TO REQUEST FORMAL FORMS. CU UNDERSTOOD AND APPRECIATE MY HELP IN EXPLAINING ALL HER INQUIRES. CUSTOMER AUTHORIZE PUC TO CLOSE THE COMPLAINT AT THE INFORMAL LEVEL.

Service Restored Pay	\$0.00
Service Continue Amount	\$0.00
Service Continue Date	
Terms	
Special Budget Amount	\$0.00
Regular Budget Amount	\$0.00
Arrears Payment Plus	\$0.00
Final Monthly Payment	\$0.00
Current Monthly Payment	\$0.00
End Monthly Payment	\$0.00
Letter Description	
Head Date	
Bill Date	
Reconnect Amount	\$0.00
Pay Amount	\$0.00