

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint to Proposed Rate Increase

*Filing this form will make you a party to a legal proceeding or case.
If you do not wish to be a party to the case, consider filing a Comment to Proposed Rate Increase.*

To complete this form, please type or print legibly in ink.

1. **Customer (Complainant) Information (required)**

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you. Failure to provide this information may cause your complaint to be considered as deficient.

Name Laura Semel _____

Street/P.O. Box __501 W 1st Ave_____ Apt #_____

City Parkesburg_____ State PA _____ Zip19365 _____

County _____Chester_____

Telephone Number(s) Where We Can Contact You During the Day (**required**):

(_609____) __256-0112_____ (home) (_609____) __256-0112_____ (mobile)

E-mail Address (**required**): _____laurasemel@yahoo.com_____

Utility Account Number (from your bill): _____210047384955_____

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. **Name of Utility**

Provide the full name of the utility who filed the proposed rate increase about which you are complaining. The name of your utility is on your bill.

_____Pennsylvania American Water Company_____

3. **PUC Case Docket Number**

Provide the Public Utility Commission case docket number (if known). It begins with the letter "R" and contains the year of filing and a 7-digit code, such as R-2014-1234567.

_____R-2023-3043189 & C-2023-3044461-AEL-12/14/23_____

4. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> STORM WATER |
| <input type="checkbox"/> GAS | <input type="checkbox"/> WASTEWATER/SEWER |
| <input type="checkbox"/> WATER | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> STEAM HEAT | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |

5. **Reason for Complaint**

Explain why you oppose the company's proposed rate increase. Use additional paper if you need more space.

This complaint is in response to PA American Water's response to my formal complaint filed on 11/28/23 regarding their proposed rate increase.

First, PAWC continues to respond to these objections claiming their proposed increase is affordable based on an analysis they've conducted. I have not seen this analysis. Please either provide this analysis or let me know where I can find it. Also please provide the contract with the firm PAWC hired to conduct this analysis. Failure to do so would be evidence PAWC is hiding information, and/or that this analysis either doesn't exist or is not valid.

Second, PAWC's response claims they have conducted an investigation of my bills and that based on meter readings the bills are "correct and in accordance with Complainant's usage." Please provide a copy of this investigation, and an explanation of why there has been such a wide fluctuation in billing since my water usage is consistently the same every month.

Third, I do not know why PAWC has referenced the \$130 credit they gave me in response to an informal complaint I filed. I'm not sure how this credit is relevant to my objection to their rate increase, but it does not come even close to covering the expenses and the hell they've put me through for the past year. Since PAWC chose to raise this credit and my informal complaint, be advised the following incidents demonstrate the incompetence and complete disregard for their customers' quality of life on behalf of PAWC and its contractors:

- After PAWC completed its sewer line replacement in fall 2022, their paving contractor
 - Parked their dump truck full of asphalt under my bedroom window at 6:30 am and left it running. After 45 minutes of listening to a rumbling dump truck 10 feet from my house, I went out to ask the driver to either shut it off or move it. Imagine my surprise when I found the driver ASLEEP. Head thrown back, mouth open, drool on his chin. When I knocked on his window he woke up & started yelling at me, presumably because I interrupted his nap. Rather than take his verbal abuse I told him I would just call the police and walked away. He moved the truck immediately. So my crazy high water bill payments are paying for their contractor's employees to nap.
 - Later that day, when they started paving, he parked the truck right next to my car, despite the fact that the street was wide open & he had a variety of other locations

- to park his truck. An obviously spiteful move for waking him up. It took me over a month to clean all the tar off my car.
- Note that there was no notification from PAWC or their contractor regarding when any work or paving would occur.
 - The entire process of 1/10 of a mile of sewer line replacement took 6 months, running from October 2022-February 2023, during which time I basically lived in a construction zone.
- During PAWC's water main replacement, which went from May 2023-October 2023, during which time I again lived in a construction zone, was an absolute nightmare. Again, no notice was provided regarding when this work would occur or when the street would be closed:
 - I had contractors knocking on my door at 7:00 am multiple times telling me I had to move my car.
 - After one day of jackhammering, during which time my entire house vibrated, they left an open hole in the street right below my bedroom window one night and loosely covered it with metal plates. This is a very busy street and every time a car drove over it (every minute or two) it sounded like thunder in my house. I called PAWC's customer service & was only told "they'll be back in the morning" (translation: "too bad, we really don't care"). I wasn't able to sleep at all that night due to the constant noise that resulted from their contractor's shoddy work and their customer service department's complete disregard for their customers' quality of life.
 - Due to the constant daily interruptions of service (again, without notice) when this work was being performed, my cold water line from my hot water heater to my shower was clogged. Their own technician confirmed the clog, and that it was due to their work, when he came to my house to investigate my complaint. I initially discovered this problem when I went to take a shower and the water was scalding hot. I had to get out of the shower and run downstairs to rinse my hair before I started blistering. I wasn't able to take a shower for 3 days, until I could get a plumber out to the house to clear the cold water line.

This is what my already astronomical water rates are paying for? And now they want MORE? PAWC seems to think their \$130 credit makes up for the quality of life they and their contractors destroyed. It doesn't even come close.

Fourth, PAWC wasted a paragraph bragging about their awards. Not relevant to their proposed rate increase.

Fifth, PAWC is demanding "proof" of my "averments" regarding other water companies' rates. I made no such averments so this demand is also not relevant.

Sixth, PAWC failed to address the below issues in my original complaint:

"So now PA American is attempting to increase their rates for the second time in less than 12 months, presumably because the PUC didn't approve the full amount of their last increase and they're looking to make up that profit. PA American has made \$1.17 billion in profits this year alone. This is a 7.86% increase over 2022. Their net profit margin in 2023 is 27.68%. Perhaps they could reduce their shareholders' profit somewhat to pay for the capital improvements needed due to their deferred maintenance in the name of profit. Their own website claims their 2024 capital investment plan is \$3.1 billion. Are we really supposed to believe 30% of that will

happen only in Pennsylvania? How much more profit do they need to make from their customers?"

PAWC asserts that "a response is not required." A response is most definitely required to their own financial statement. The information above comes from American Water's own Q3 2023 report dated 11/1/23. They're already making a staggering 27.68% profit margin so their demand for higher rates is unreasonable and avaricious. They claim in their own report that they have a \$2.9 billion capital investment plan for 2023. Presumably this number is similar for 2024. They claim in their increase letter to PA customers that they need a rate increase for \$1 billion of capital improvements in PA. So I repeat my question: are we supposed to believe 30% of American Water's capital investments in 2024 are going to PA?

- Third quarter 2023 earnings were \$1.66 per share, compared to \$1.63 per share in 2022; year-to-date 2023 earnings were \$4.03 per share, compared to \$3.71 per share in 2022
 - Quarter-to-date and year-to-date 2023 results reflect the favorable impact of an estimated \$0.04 and \$0.11 per share, respectively, from warm, dry weather; quarter-to-date and year-to-date 2022 results reflect the favorable impact of \$0.06 per share from weather
- 2023 earnings per share guidance range of \$4.72 to \$4.82 affirmed, on a weather-normalized basis
- Capital investment plan of \$2.9 billion in 2023 on track
- Initiating 2024 earnings per share guidance range of \$5.10 to \$5.20 and 2024-2028 capital plan; affirming long-term targets, including long-term EPS and dividend per share compounded annual growth rates (CAGRs) of 7-9%

PAWC's attorneys and contractors are making money hand over fist on the backs of their customers. I assume their affordability analysis is based on an analysis of their attorneys and contractors, since they're the only people in PA who can afford their unfair, unreasonable rates.

6. Requested Relief

How do you want your complaint to be resolved? Use additional paper if you need more space.

PAWC should not be permitted to raise their rates.

7. Legal Representation

If you are filing a Formal Complaint to Proposed Rate Increase as an individual on your own behalf, you are **not** required to have a lawyer. You may represent yourself at the hearing.

If you are represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, (**all required contact information**). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

8. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint to Proposed Rate Increase **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. **If you do not sign the Formal Complaint to Proposed Rate Increase, the PUC will not accept it.** By filing this Formal Complaint to Proposed Rate Increase, you **will** be a party to the case. If you efile your formal rate complaint, an electronic signature is acceptable.

Verification:

I Laura Semel, hereby state that the facts above set forth are true and correct (or 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).



(Signature of Complainant) (Date) 12/13/23

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized

employee. If the Formal Complaint to Proposed Rate Increase is not signed by one of these individuals, the PUC will not accept it.

9. How to File and Receive Service

You should electronically file your Formal Complaint to the Proposed Rate Increase with the Secretary. To do so, establish an account free of charge on the PUC’s eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

If you do not electronically file your Formal Complaint to Proposed Rate Increase, mail the completed form (along with any attachments) to the address listed below:

By overnight delivery, certified, priority mail – retain tracking information as proof of submission.

Secretary Pennsylvania Public Utility Commission 400 North Street 2 nd Floor Harrisburg, Pennsylvania 17120

Note: Formal Rate Complaints sent by fax or e-mail will not be accepted.

Methods of Service by the Commission

You have three options on how you would like to receive all communication from the Commission about your Complaint. By selecting one of the following three options, you are agreeing to receive all hearing notices, orders, and related documents about your Complaint in the manner selected.

Select one of the following options for receiving all communications from the Commission:

- a. **eFiling:** You agree to open and use an eFiling account – free of charge through the Commission’s website. By selecting this method you will be eServed. (This is the best way to receive, file, and submit documents).

Initial here if you are selecting eFiling: _____
(And create an eFiling account at <http://www.puc.pa.gov/efiling/default.aspx>.)

- b. **Email:** You agree to receive all documents by email (using the email you provided on page 1). Please note that you will only be able to receive documents from the Commission by email and will not be able to file documents by Email or Fax. To submit documents to the Commission you must create an eFiling account accessed at <http://www.puc.pa.gov/efiling/default.aspx> or mail your submissions.

Initial here if you are selecting Email service: _____

- c. **First Class Mail:** You agree to be served only by First Class Mail (at the address on page 1 of this form).

Initial here if you are selecting First Class Mail service: _____

***If you do not select one of the three options above, the Commission will serve all documents to you by First Class Mail at the address listed on page 1 of this form.**

If you have any questions about filling out this form, please contact the Secretary’s Bureau at 717-772-7777.

Keep a copy of your Formal Complaint to Proposed Rate Increase for your records.