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December 28, 2023

By Electronic Filing

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street – Second Floor North
Harrisburg, PA 17120

RE: Application of Community Utilities of Pennsylvania Inc.; Docket Nos. A-2022-3036744 (wastewater) and A-2022-3036745 (water) (consolidated);
SETTLEMENT COMPLIANCE REPORT – TAMIMENT CUSTOMER MEETING

Dear Secretary Chiavetta:

Pursuant to Paragraph 53 of the Commission-approved Joint Petition for Full Settlement in this proceeding, Community Utilities of Pennsylvania Inc. submits the attached report regarding the meeting held with customers in the territory f/k/a Tamiment.

If you have any questions regarding this filing, please contact me.

Very truly yours,

/s/ Whitney E. Snyder

Whitney E. Snyder
Thomas J. Sniscak
Phillip D. Demanchick Jr.

*Counsel for
Community Utilities of Pennsylvania Inc.*

WES/das

Enclosure

cc: Per Certificate of Service



Community Utilities of Pennsylvania

December 28, 2023

Re: Application of Community Utilities of Pennsylvania Inc.; Docket Nos. A-2022-3036744 (wastewater) and A-2022-3036745 (water) (consolidated)

Dear Public Utility Commission,

Pursuant to the September 8, 2023 Final Order (Act 294) approving the Joint Petition For Settlement ("Joint Petition") in this proceeding, Community Utilities of Pennsylvania, Inc. ("CUPA") herein provides the report required by Joint Petition paragraph 53:

CUPA will hold a customer meeting in the Tamiment service territory within 60 days after entry of an order. The meeting will be open to the public and allow for in-person and virtual participation. CUPA will work with the Glen at Tamiment Property Owners Association (POA) to 1) schedule the date, time, and location of the meeting and 2) ensure that CUPA and, as needed, Corix US representatives attend the meeting who have knowledge and authority to respond to questions and concerns regarding high bill complaints, water quality, training for call center representatives, and other issues identified in advance by the POA or customers. ***Within 60 days, post-meeting, CUPA will file a report with the Commission summarizing its actions to address questions and complaints raised during the customer meeting.*** (emphasis added)

CUPA held a customer meeting in the Tamiment service territory on November 2, 2023, at The Glen Community Center at 6 pm. Notice of the meeting was distributed to the Tamiment Community via voice reach notice which consists of text, phone, and email, and was posted to My Utility Account. The Glen also posted the meeting notice to their website, and it was sent via email to their residents.

The meeting was open to the public and allowed for in-person and virtual participation via Teams. The following CUPA and Corix Infrastructure Inc. (Corix) representatives attended the meeting: Amber Capwen, Project Manager; Anthony Gray, Regional Director of Financial Planning and Analysis; Bryan Thomas, Compliance Manager; Charles Baer, Field Tech III; Emily Long, State

Operations Manager; Lukas Pavek, Lead Water-Wastewater Operator; Nathaniel Spriggs, CUPA's President; and Seth Whitney, Senior Vice President.

The meeting consisted of a presentation during which participants were able to ask questions. One person attended virtually and did not ask any questions. After the presentation, participants and CUPA/Corix representatives conversed, asked questions, and distributed brochures. The presentation consisted of: Introductions; System Overview; Customer Experience; Water and Sewer Bill Overview; High Bill Investigations; Water Service Issue Sources; Sewer Service Issue Sources; Bill Assistance; and Lead Service Line Survey.

A summary of customer questions posed at the meeting and answers CUPA provided were distributed to the Tamiment service community. The Glen also posted the meeting summary of questions and answers to their website. Any questions that were not immediately answered during the meeting were answered within the summary. A high bill complaint raised during the meeting was investigated and resolved by operations on November 13, 2023.

Respectfully,



Emily Ann Long, State Operations Manager
Community Utilities of Pennsylvania Inc.
570 Hallet Road, East Stroudsburg, PA 18301

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the parties, listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

BY ELECTRONIC MAIL ONLY

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Counsel for SWMAC

/s/ Whitney E. Snyder.

Whitney E. Snyder
Thomas J. Sniscak
Phillip D. Demanchick Jr.

Dated: December 28, 2023