
Pennsylvania Public
Utility Commission,
v.
Pennsylvania-American
Water Company

In-Person Public Input
Hearing

Docket Nos.:
R-2023-3043189
R-2023-3043190

Pages 110 - 263

Port Vue Social Hall
1191 Romine Avenue
Port Vue, PA

Monday, January 29, 2024
Commencing at 1:01 p.m.

INDEX TO EXHIBITS

Docket Nos. R-2023-3043189

R-2023-3043190

Hearing Date: January 29, 2024

NUMBER FOR IDENTIFICATION IN EVIDENCE

Migliori Exhibit:

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Census
data

Port Vue borough, Allegheny County, PA

County Subdivision in: [Allegheny County, PA, Pennsylvania, United States](#)

3,673

Population

1.1 square miles

3,239.3 people per square mile

Census data: ACS 2022 5-year unless noted

© Mapbox © OpenStreetMap

Find data for this place

Hover for margins of error and contextual data.

Demographics

Age

40.7

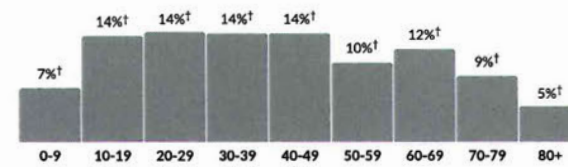
Median age

about the same as the figure in Allegheny County: 40.6

about the same as the figure in Pennsylvania: 40.8

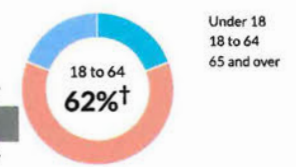
† Margin of error is at least 10 percent of the total value. Take care with this statistic.

Population by age range



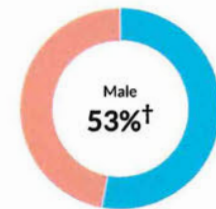
Show data / Embed

Population by age category



Show data / Embed

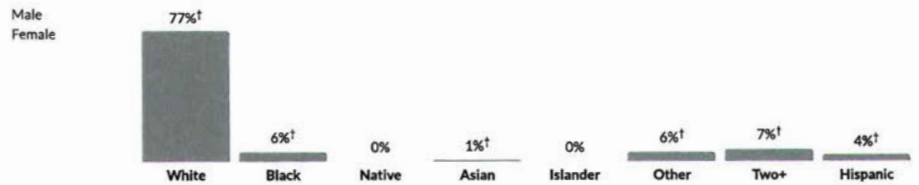
Sex



† Margin of error is at least 10 percent of the total value. Take care with this statistic.

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Race & Ethnicity



* Hispanic includes respondents of any race. Other categories are non-Hispanic.

Show data / Embed

Economics

Income

\$30,612

Per capita income

about two-thirds of the amount in Allegheny County: \$45,939

about three-quarters of the amount in Pennsylvania: \$41,234

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

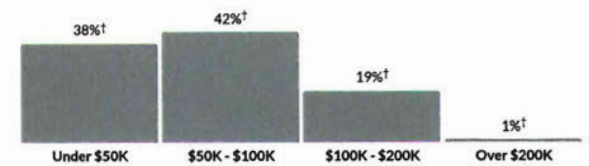
\$61,422

Median household income

about 80 percent of the amount in Allegheny County: \$72,537

about 80 percent of the amount in Pennsylvania: \$73,170

Household income



Show data / Embed

Poverty

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

8.5%

Persons below poverty line

about three-quarters of the rate in Allegheny County: 11.1%
about three-quarters of the rate in Pennsylvania: 11.8%

Children (Under 18)



Poverty
Non-poverty

Show data / Embed

Seniors (65 and over)



Poverty
Non-poverty

Show data / Embed

Transportation to work

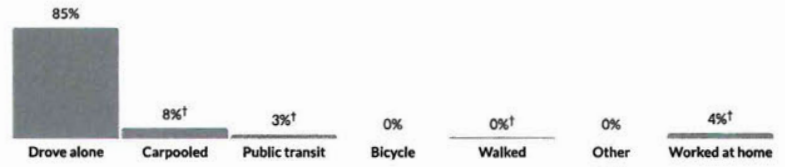
† Margin of error is at least 10 percent of the total value. Take care with this statistic.

32.5 minutes

Mean travel time to work

about 25 percent higher than the figure in Allegheny County: 26.2
about 25 percent higher than the figure in Pennsylvania: 26.7

Means of transportation to work



* Universe: Workers 16 years and over

Show data / Embed

Families

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

Households

1,601

Number of households

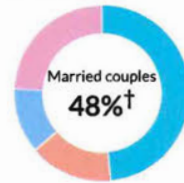
Allegheny County: 545,637
Pennsylvania: 5,193,727

2.3

Persons per household

a little higher than the figure in Allegheny County: 2.2
a little less than the figure in Pennsylvania: 2.4 †

Population by household type

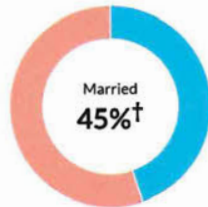


Married couples
Male householder
Female householder
Non-family

Show data / Embed

Marital status

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

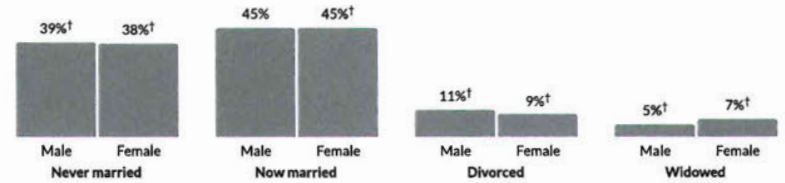


Married
Single

* Universe: Population 15 years and over

Show data / Embed

Marital status, by sex



Show data / Embed

Fertility

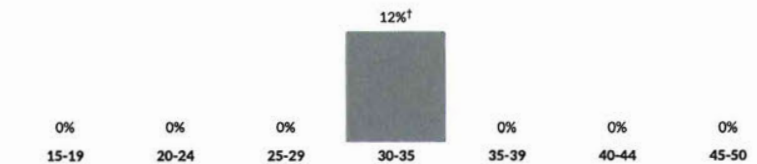
† Margin of error is at least 10 percent of the total value. Take care with this statistic.

1.3%

Women 15-50 who gave birth during past year

about one-quarter of the rate in Allegheny County: 4.8%
about one-quarter of the rate in Pennsylvania: 5.1%

Women who gave birth during past year, by age group



* Universe: Women 15 to 50 years

Show data / Embed

Housing

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

Units & Occupancy

1,756
Number of housing units

Allegheny County: 602,734
Pennsylvania: 5,753,908

Occupied vs. Vacant



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Ownership of occupied units



Owner occupied
Renter occupied

Show data / Embed

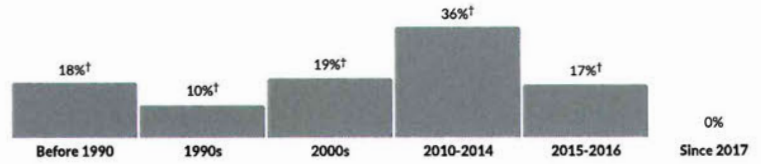
Types of structure



Single unit
Multi-unit
Mobile home
Boat, RV, van, etc.

Show data / Embed

Year moved in, by percentage of population



Show data / Embed

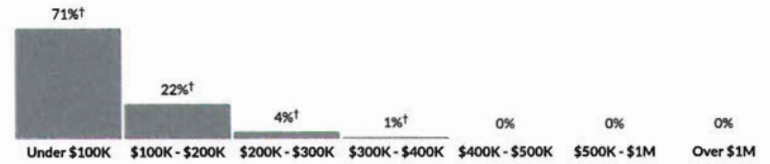
Value

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

\$71,300
Median value of owner-occupied housing units

about one-third of the amount in Allegheny County: \$200,200
about one-third of the amount in Pennsylvania: \$226,200

Value of owner-occupied housing units



Show data / Embed

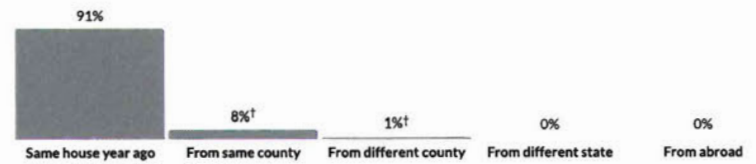
Geographical mobility

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

8.7%
Moved since previous year

about two-thirds of the rate in Allegheny County: 13.1%
about three-quarters of the rate in Pennsylvania: 11.4%

Population migration since previous year



Show data / Embed

Social

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

Educational attainment

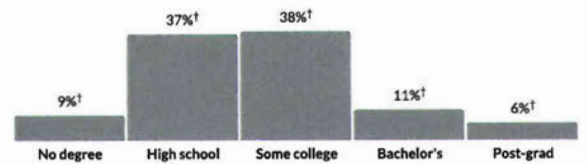
91%
High school grad or higher

a little less than the rate in Allegheny County: 95.2%
about the same as the rate in Pennsylvania: 91.7%

16.6%
Bachelor's degree or higher

about two-fifths of the rate in Allegheny County: 43.8%
about half the rate in Pennsylvania: 33.8%

Population by highest level of education



* Universe: Population 25 years and over

Show data / Embed

Language

N/A

Persons with language other than English spoken at home

Language at home, children 5-17

No data available

Language at home, adults 18+

No data available

Place of birth

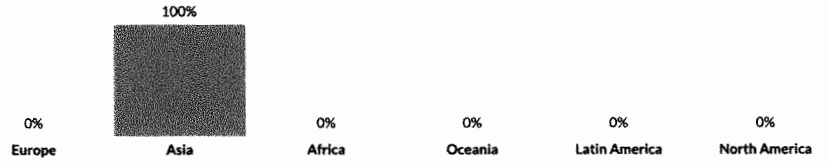
† Margin of error is at least 10 percent of the total value. Take care with this statistic.

0.5%

Foreign-born population

about 10 percent of the rate in Allegheny County: 6.2% †
less than 10 percent of the rate in Pennsylvania: 7.3% †

Place of birth for foreign-born population



Show data / Embed

Veteran status

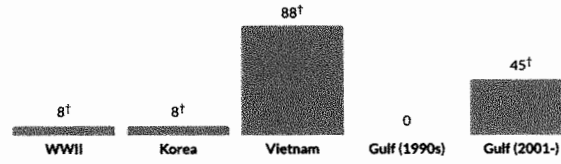
† Margin of error is at least 10 percent of the total value. Take care with this statistic.

5.7%

Population with veteran status

about 90 percent of the rate in Allegheny County: 6.2%
about 90 percent of the rate in Pennsylvania: 6.6%

Veterans by wartime service



* Civilian veterans who served during wartime only

169 Total veterans
165 Male
4 Female

Show data / Embed

Hover for margins of error and contextual data.

Citation: U.S. Census Bureau (2022). American Community Survey 5-year estimates. Retrieved from Census Reporter Profile page for Port Vue borough, Allegheny County, PA <http://censusreporter.org/profiles/06000US4200362320-port-vue-borough-allegheny-county-pa/>

- Learn about the Census
- About Census Reporter

- Census terms & definitions
- @CensusReporter

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- Census Reporter on GitHub

Census Reporter is a free, open-source project. [Your donations](#) help us add new data to the site and keep it running.



PENNSYLVANIA AMERICAN WATER

NOTICE OF PROPOSED WASTEWATER RATE CHANGES

Dear Customer:

On November 8, 2023, Pennsylvania American Water filed a request with the Pennsylvania Public Utility Commission (PUC) to increase your wastewater rates as of January 7, 2024. A full investigation of this request could delay the change until August 2024. This notice describes our request, the PUC's role, and what actions you can take.

RATE REQUEST

Pennsylvania American Water is requesting an overall increase of \$203.9 million for all of its water and wastewater operations. Over the 18 months beginning January 2024, Pennsylvania American Water plans to invest approximately \$1 billion to improve service reliability, water quality and fire protection for your community and more than 400 others across the Commonwealth.

These investments include necessary upgrades to treatment facilities, storage tanks, wells and pumping stations to help ensure that systems meet regulatory standards. Pennsylvania American Water plans to replace more than 100 miles of aging pipeline, as well as valves, service lines and other parts of its 11,650-mile network of water and sewer lines. By making prudent, ongoing investments to maintain and upgrade water and wastewater systems, Pennsylvania American Water is committed to protecting communities from public health concerns and quality of life issues associated with failing infrastructure.

If the entire rate request is approved as filed, the typical wastewater bill for:

- Residential customers using 3,122 gallons a month would increase from \$105.18 to \$109.76 per month.
- Commercial customers using 22,094 gallons a month would decrease from \$513.66 to \$469.79 per month.
- Industrial customers using 685,947 gallons a month would decrease from \$14,884.27 to \$13,082.99 per month.

For Port Vue customers only: If the entire rate request is approved as filed, the typical wastewater bill for:

- Residential customers using 3,122 gallons a month would increase from \$105.18 to \$109.76 per month.
- Commercial customers using 22,094 gallons a month would decrease from \$656.51 to \$469.79 per month.

Pennsylvania American Water's filing requests a change to base residential wastewater bills from April-December on an average of usage during the prior January-March to better reflect seasonal outdoor usage. The filing requests approval of a combined revenue requirement for the company's water and wastewater operations as authorized by legislation enacted in 2012. The filing also requests approval of the following alternative rate mechanisms in accordance with 66 Pa. C.S. § 1330: a Revenue Decoupling Mechanism and an Environmental Compliance Investment Charge. If approved as filed, the immediate impact on your rates from these alternative rate mechanisms would be \$0.

To find out more about how the request might affect your wastewater bill, please contact Pennsylvania American Water's customer service center at 1-800-565-7292. You can also find the rates requested by Pennsylvania American Water in Supplement No. 45 to Tariff Water PA PUC No. 5, and Supplement No. 47 to Tariff Wastewater PA PUC No. 16 on our website at www.pennsylvaniaamwater.com. Under the Customer Service & Billing menu, select "Your Water and Wastewater Rates." You can also review the material filed with the PUC at our office at 852 Wesley Drive, Mechanicsburg, PA 17055. In addition, you can request that we mail you a copy of Pennsylvania American Water's Statement of Reasons, which is a plain language summary of why we are requesting the rate change.

PUC ROLE

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

ACTIONS YOU CAN TAKE

There are three ways you can challenge Pennsylvania American Water's request:

- 1. Send 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. Attend or present testimony at a PUC public input hearing.** You can attend or be a witness at a PUC public hearing. The PUC holds public input hearings if it opens an investigation of Pennsylvania American Water's rate request and if there is enough interest in the case. At these hearings, you can present your views 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 1-800-692-7380.
- 3. File 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 the 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 January 7, 2024. If no one files a formal complaint, the Commission 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 at www.puc.state.pa.us.

Basic
Current
Rate
Structure

SCHEDULE OF RATES

RATE ZONE 6 – METERED AND UNMETERED

APPLICABILITY

The rates as set forth below will be in effect for all former customers of the Municipal Authority of the City of McKeesport.

AVAILABILITY

The rates under this schedule are available to customers in the Residential, Commercial, Industrial, Municipal and Bulk classes.

METERED CHARGES (Based on Water Usage or Sewage Flows, determined at PAWC's discretion)

All metered customers shall be subject to a monthly or quarterly service charge.

Rates Applicable to Customers in McKeesport, Duquesne, Dravosburg and West Mifflin:

A. <u>Residential</u>			
Service Charge per month:	\$14.30	(I)	
Usage Charge per 100 gallons:	\$2.8750	(I)	
B. <u>Commercial</u>			
Service Charge per month:	\$35.00	(I)	
Usage Charge per 100 gallons:	\$2.1416	(I)	
C. <u>Industrial</u>			
Service Charge per month:	\$35.00	(I)	
Usage Charge per 100 gallons:	\$2.1416	(I)	
D. <u>Municipal</u>			
Service Charge per month:	\$35.00	(I)	
Usage Charge per 100 gallons:	\$2.1416	(I)	
E. <u>Special Rate Charges</u>			
Bulk Customers – Versailles, Elizabeth, Liberty, Glassport, Lincoln, North Versailles, White Oak and East McKeesport			
Usage Charge per 100 gallons:	\$1.6680	(I)	
Flat Rate Account			
Per month, based on 6,000 gallons per month:	\$86.00	(I)	
Per quarter, based on 18,000 gallons per quarter:	\$258.00	(I)	

Provided sewage flow meters are installed, on or after January 1, 2018, during any billing period in which the gross volume of sewage from the municipality exceeds 350% of the aggregate quantity of water used by the municipality's water users, the municipality shall pay PAWC's prevailing rates for handling the excess, in addition to the sewage charges set forth above.

(I) means Increase

SCHEDULE OF RATES

RATE ZONE 6 – METERED AND UNMETERED (Cont'd)

Rates Applicable to all customers in Port Vue:

Service Charge per month:	\$14.30	(I)
Usage Charge per 100 gallons:	\$2.8750	(I)

(I) means Increase

Issued: January 26, 2023

Effective Date: January 28, 2023

Residential

Service Charge per month: \$14.30 (I)

Usage Charge per 100 gallons: \$2.8750 (I)

B. Commercial

Service Charge per month: \$35.00 (I)

Usage Charge per 100 gallons: \$2.1416 (I)

C. Industrial

Service Charge per month: \$35.00 (I)

Usage Charge per 100 gallons: \$2.1416 (I)

D. Municipal

Service Charge per month: \$35.00 (I)

Usage Charge per 100 gallons: \$2.1416 (I)

E. Special Rate Charges

Bulk Customers – Versailles, Elizabeth, Liberty, Glassport, Lincoln, North Versailles,
White Oak and East McKeesport

Usage Charge per 100 gallons: \$1.6680 (I)

Flat Rate Account

Per month, based on 6,000 gallons per month: \$86.00 (I)

Per quarter, based on 18,000 gallons per quarter: \$258.00 (I)

Provided sewage flow meters are installed, on or after January 1, 2018, during any billing period in which the volume of sewage from the municipality exceeds 350% of the aggregate quantity of water used by the municipal water users, the municipality shall pay PAWC's prevailing rates for handling the excess, in addition to the sewer charges set forth above. (I) means Increase

Issued: January 26, 2023

Effective Date: January 28, 2023

Customer/Resident

Bill

from old to current Rate

Account Detail

Account No. [REDACTED]

Service To [REDACTED]

Prior Billing	148.19
Payments	-148.19
Total payments as of Feb 10. Thank you!	-148.19
Balance Forward	0.00

Service Related Charges - 01/24/23 to 02/23/23

Wastewater Service		308.19
Wastewater Use Charge		
01/24/23 to 01/27/23	(14.19 x \$1.3297)	18.87
01/28/23 to 02/23/23	(95.81 x \$2.875)	275.45
Wastewater Minimum Charge		
01/24/23 to 01/27/23		1.42
01/28/23 to 02/23/23		12.45
Total Service Related Charges		308.19
Total Current Period Charges		308.19

Total Amount Due  **\$308.19**



Sent from my iPhone

sewer rate increase meeting invitation

Malisa Migliori <Manager@PORTVUE.ORG>

Tue 3/28/2023 11:23 AM

To: Charles.Schultz@amwater.com <Charles.Schultz@amwater.com>

Cc: Mark Tortorice <tlimo@comcast.net>

Hi Chuck,

As a follow up to our conversation I would like to formally invite you to Port Vue Borough's next Council meeting on Wednesday, April 5, 2023 at 7:30 p.m. to hear the resident concerns over the increased sewage rates. I have also asked Representative Gergely, Senator Brewster and Congresswoman Summer Lee. Please advise if you or a representative will be able to attend the meeting. I look forward to hearing from you.

*Thank you,**Malisa*

Malisa Migliori
Manager
Borough of Port Vue
1191 Romine Avenue
Port Vue, PA 15133
412.664.9323

Resident
complaints
to
elected officials

SEWAGE COMPLAINTS

PAWC - 1-800-565-7292

PUC - 1-800-692-7380

Fax: 717-787-6641

Representative MARK GERGELY – 412-664-0035

Fax: 412 664-0039

Representative Nick Pisciotto-412-466-1940

Senator JAMES BREWSTER – 412-664-5200

Fax: 412-664-5202

Congresswoman SUMMER LEE – 202-225-2135

Lt. Governor-Austin Davis-717-787-3300

Governor Josh Shapiro-717-787-2500

Fax: 717-425-5343

PA PUC consumer advisory council: Lori Shumberger

LSHUMBERGE@PA.GOV

PHONE: 717-787-5722

www.portvue.org

Utilities *customer Assist. Program

Need More Help?

If you can't find what you're looking for here, please contact the PA Public Utility Commission. Call us at [1-800-692-7380](tel:1-800-692-7380) or [contact us online](#).

Customer Hotline 1-800-692-7380

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PAWC
Grant up to \$500.00



**Assisting
customers
in need for
decades**



H2O HELP TO OTHERS™

WATER SERVICE ASSISTANCE

For more than 30 years, Pennsylvania American Water has been assisting customers who qualify through its H2O Help to Others Program™. The program offers three main services:

- **Grants of up to \$500** per household per year.
- **A 40% to 80% discount on the monthly service fee and a 25% to 80% discount on the monthly volumetric charges**, which saves the average residential customer using 3,212 gallons/month \$19.93 to \$55.39 every month.* See chart on reverse side.
- **Water-saving devices and education.** The water-saving kit includes a low-flow shower head, faucet aerators, toilet tank diverter and non-toxic leak-detecting dye tablets. Also included is an educational booklet that explains how to install the devices and provides helpful tips on how to save water inside and outside the home, so customers can take an active part in reducing their water bill through wise water use.

WASTEWATER SERVICE ASSISTANCE

- **Grants of up to \$500** per household per year.
- **A 30% to 80% discount on the total wastewater charges**, which saves the average residential customer using 3,212 gallons/month \$42.00 to \$88.18 every month.* See chart on reverse side.

MONTHLY INCOME GUIDELINES

WATER & WASTEWATER GRANT PROGRAM INCOME GUIDELINES	
200% of the FPIG	
Number of Persons in Household	Total Combined Monthly Income
1	\$2,430
2	\$3,287
3	\$4,143
4	\$5,000
5	\$5,857
6	\$6,713

Contact our program administrator, Dollar Energy Fund, if you have more than six members in your household.

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.



FOR MORE INFORMATION

Pennsylvania American Water's **H2O Help to Others Program™** is administered by the Dollar Energy Fund, an independent, non-profit organization established to help those in need.

For more information about the program or for help determining your eligibility, contact:

**DOLLAR
ENERGY FUND
1-888-282-6816**

WATER SERVICE ASSISTANCE

MONTHLY WATER DISCOUNT			
	TIER 1	TIER 2	TIER 3
Discount on total water charges	80% discount	65% discount	40% discount
Discount on volumetric charges	80% discount	50% discount	25% discount
Savings per month for the average residential customer using 3,212 gallons*	\$55.39 per month	\$37.25 per month	\$19.93 per month

WASTEWATER SERVICE ASSISTANCE

MONTHLY WASTEWATER DISCOUNT			
	TIER 1	TIER 2	TIER 3
Discount on total wastewater charges	80% discount	50% discount	30% discount
Savings per month for the average residential customer using 3,212 gallons*	\$88.18 per month	\$65.09 per month	\$42.00 per month

MONTHLY DISCOUNT INCOME GUIDELINES			
% of Federal Poverty Income Guidelines (FPIG)	TIER 1 0-50% of the FPIG	TIER 2 51-100% of the FPIG	TIER 3 101-150% of the FPIG
Number of Persons In Household	Total Combined Monthly Income		
1	\$0 - \$608	>\$608 - \$1,215	>\$1,215 - \$1,823
2	\$0 - \$822	>\$822 - \$1,643	>\$1,643 - \$2,465
3	\$0 - \$1,036	>\$1,036 - \$2,072	>\$2,072 - \$3,108
4	\$0 - \$1,250	>\$1,250 - \$2,500	>\$2,500 - \$3,750
5	\$0 - \$1,464	>\$1,464 - \$2,928	>\$2,928 - \$4,393
6	\$0 - \$1,678	>\$1,678 - \$3,357	>\$3,357 - \$5,035

Contact our program administrator, Dollar Energy Fund, if you have more than six members in your household.

*The actual discount amount may vary based on rate zone and usage. Discount shown is for rate zone 1 customers with a 5/8" meter.

HOW TO APPLY

Grants

- Apply online at dollarenergy.org/myapp
- Visit dollarenergy.org to find the organization in your community where you can apply
- Call Dollar Energy Fund at 1-888-282-6816

Discounts

- Call Dollar Energy Fund at 1-888-282-6816

LEARN MORE ONLINE

- **Pennsylvania American Water:** pennsylvaniaamwater.com
Under Customer Service & Billing, select Customer Assistance Programs.
- **Dollar Energy Fund:** www.dollarenergy.org

WANT TO LEND A HAND?

If you wish to contribute to the program, you can do so by adding a donation to your monthly Pennsylvania American Water bill. You can be assured that 100 percent of your donation and our matching funds go directly to qualifying customers. Our company assumes all administrative costs for this program, so that every penny you donate goes directly to this worthwhile cause.

OTHER PROGRAMS PENNSYLVANIA AMERICAN WATER OFFERS

Installment Plans

You may be eligible for an installment plan to extend the time you have to pay a past due balance. Installment plans vary based on your past due amount and the information you provide to us about your ability to pay. We collect this information, including household income and number of people in your household, to determine what options we can provide to you.

Budget Billing

Budget billing is a free service that is available to eligible residential customers. The program makes managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes that may be difficult to pay. To learn more about budget billing or installment plans, contact our Customer Service Center at 1-800-565-7292, M-F, 7 a.m. to 7 p.m.

Water saving tips and tools

We offer tips and tools to help customers save water and money:

- **Leak Detection Kit** to help identify household leaks.
- **Conservation Tips**
- **Water Use Calculator**, which allows you to input water use information specific to your household and offers tips on where you can save water and energy based on that information.

Visit pennsylvaniaamwater.com. Under **Water Information**, select **Detecting Leaks** and **Wise Water Use**.



WE KEEP LIFE FLOWING®

LEARN MORE ABOUT OUR

BILL PAYING ASSISTANCE PROGRAMS

Learn about our H2O Help to Others program and other assistance available to you and your family. We hope you can join us.

For more than 30 years, Pennsylvania American Water has been assisting low-income customers who qualify through its H2O Help to Others Program™ through grants, discounts and more.

WHAT: Pennsylvania American Water Community Resource & Assistance

WHEN: Thursday, June 8, 2023, 1 p.m. to 3 p.m. (Food vendor will also be onsite.)

WHERE: Port Vue Borough Social, 1191 Romine Avenue, Port Vue

Pennsylvania American Water and Dollar Energy Fund team members on hand to discuss:

- Bill payment assistance programs – overview and benefits
 - H2O Help to Others Program (emergency grants, bill discounts and conservation kits)
 - Payment arrangements
 - Budget billing
- Eligibility requirements
- Application process
- Tips to reduce water usage and lower your bill

Not able to
join us?



Scan the QR code or visit pennsylvaniaamwater.com. Under **Customer Service & Billing**, select **Customer Assistance Programs**.

”

“Our customers are at the center of everything we do. We never forget that at the end of every water pipe there’s a family depending on us to provide this important and essential service.”

— **Justin Ladner**, President, Pennsylvania American Water



PENNSYLVANIA
AMERICAN WATER

WE KEEP LIFE FLOWING™

To calculate the wastewater usage charge on your bill, we multiply the cost per gallon by the number of gallons of water you use.

Follow these simple tips. It's good for the environment, and helps save on your water and wastewater bill.



SAVE WATER REDUCE YOUR WASTEWATER BILL



CHECK & FIX LEAKS

Small household leaks can add up to gallons of water lost every day, and not fixing them is like throwing money down the drain. Check your plumbing fixtures and irrigation systems periodically for leaks. And, if you find any, fix them!

TOILET & FAUCET LEAKS

- **Toilet leaks.** Leaky toilets can easily go unnoticed. To check for toilet leaks, remove the lid from your toilet tank, and drop a small amount of food coloring into the tank. Wait 10-15 minutes. If food coloring appears in the bowl, you have a leak. Repairs may be needed or the flapper valve adjusted. (Be sure to flush immediately after the experiment to avoid staining the tank.)
- **Faucet leaks.** Faucet leaks are easy to detect. If your faucet drips, or worse, continues to keep running after you shut it off, it needs to be fixed. If the dripping water is hot, it is also costing you money to heat the water. Water dripping from the showerhead when the shower is off, or running out of the bathtub spout when the shower is on, is usually caused by bad washers or seats that need to be replaced.



HOW MUCH WATER DO WE USE?

Every household is different.

Pennsylvania American Water is a member of the Alliance for Water Efficiency.

Check out their online Water Calculator. This tool allows you to input water use information specific to your household and offers tips on where you can save water and energy based on that data. To access the calculator, visit pennsylvaniaamwater.com. Under Water Information, select Wise Water Use.

LEAK KIT

The faster you can identify the source of a leak, the faster it can be fixed. If you suspect you might have a leak, our helpful and easy-to-follow leak detection kit can help you find it.





Assisting customers in need for decades

H2O HELP TO OTHERS™

For more than 30 years, Pennsylvania American Water has been assisting customers who qualify through its H2O Help to Others Program™.

WASTEWATER SERVICE ASSISTANCE

- Grants of up to \$500 per household per year.
- A 30% to 80% discount on the total wastewater charges, which saves the average residential customer using 3,212 gallons/month \$42.00 to \$88.18 every month.

LEARN MORE

Scan the QR code or visit pennsylvaniaamwater.com. Under **Customer Service & Billing**, select **Customer Assistance Programs**.



LOWER YOUR WATER BILL BY USING WATER WISELY

Follow these simple water-saving tips and start saving today!

IN THE BATHROOM

- **Take shorter showers.** Bathrooms account for the largest water consumption percentage in homes. Showers alone use five gallons of water per minute. Consider installing water-saving showerheads.
- **Turn off the water while shaving or brushing teeth.** You can save eight gallons of water per day while brushing and 10 gallons per shave.

IN THE KITCHEN

- **Wait for a full load of dishes.** This can eliminate one load of dishes per week and save the average family nearly 320 gallons of water.
- **Scrape, don't rinse.** Before washing dishes by hand or in the dishwasher, scrape them; don't rinse first.
- **Keep a pitcher of drinking water in the fridge** instead of letting the tap run until the water is cool.

IN THE LAUNDRY ROOM

- **Wash only full loads of laundry** or use the appropriate load size selection. Wearing clothes more than once can also help to reduce laundry loads and save water.
- **Consider purchasing EnergyStar™ rated washing machines.** They use less water and energy per load.

OUTSIDE YOUR HOME

- **No need to water every day.** Instead, only water as needed. Depending on the weather or type of plants/turf, you may find that you only need to water once or twice per week.
- **Water late in the day or early in the morning** when the sun is low to minimize evaporation.
- **Collect and store rainwater** in a rain barrel and use it to water your outdoor plants.
- **Use a broom** instead of a hose to clean patios and sidewalks.
- **Choose drought-resistant plants** or native plants. Plants native to the local conditions have the benefit of being able to thrive within them. And, they often require less maintenance and water.
- **Use a hose nozzle on your hose** to better control the flow you are using. Place hoses carefully to avoid watering unnecessary areas like sidewalks.
- **If you use a sprinkler, check sprinkler heads** to make sure they're not watering paved or unwanted areas. Be sure to turn them off when it rains.
- **Mulch plant beds to reduce weeds and preserve moisture.** NOTE: over mulching can stress plants. Only two to three inches are needed.
- **Use a bucket of soapy water** rather than leaving the hose running when washing your car or take your car to a car wash that recycles the water.
- **Bathe pets outdoors** in areas that need water.

Size of continuous leak	Gallons wasted per quarter (at 60 psi)
• 1/16"	74,000 gallons
• 1/8"	296,000 gallons
• 3/16"	666,000 gallons
• 1/4"	1,181,500 gallons



Interested in learning more about the assistance available to customers in Port Vue Borough? Join us for the Pennsylvania American Water Company Community Resource & Assistance Fair 1 PM to 3 PM at the Port Vue Borough Social located at 1191 Romine Avenue, Port Vue 15133.

Pennsylvania American Water has several wastewater bill paying assistance programs to help keep the water flowing for customers who qualify. Members of our team will be on hand to help determine your eligibility, assist you in completing the application and answer any questions. Not able to join us, but interested in learning about Pennsylvania American Water's assistance programs? Visit pennsylvaniaamwater.com. Under Customer Service & Billing, select Customer Assistance Programs.

Dollar Energy will be in attendance to assist in determining eligibility and PA American Water – H2O Help to Others. A food vendor will be available. Water conservation kits will be available on a limited and first come basis.

We hope you can join us.

Would you be interested in learning more about how to save on your wastewater bill?

Pennsylvania American Water is hosting a customer assistance program enrollment event at the Port Vue Borough Building at 1191 Romine Avenue, from 1 – 3 p.m., on Thursday, June 8, 2023.

Pennsylvania American Water offers financial assistance for wastewater customers who qualify. Our team members will be on hand to help determine your eligibility, help you in completing the application and answer any questions. Not able to join us but interested in learning about Pennsylvania American Water's assistance programs? Visit pennsylvaniaamwater.com. Under Customer Service & Billing, select Customer Assistance Programs.

Dollar Energy will be in attendance to assist in determining eligibility along with PA American Water – H2O Help to Others Programs. Complimentary food and beverages will be available.

We hope you can join us.

Rate Increase

Migliori Exhibit
6
1/29/24

PA Port Vue customer rate change explanation

Brent Robinson <Brent.Robinson@amwater.com>

Thu 5/25/2023 9:35 AM

To: Malisa Migliori <Manager@PORTVUE.ORG>

Cc: Charles R Schultz <Charles.Schultz@amwater.com>

1 attachments (23 KB)

PORT VUE_RATE_OVERVIEW_FINAL_5_24_23.docx;

Good morning Malisa, as discussed please find attached a timeline of rates for Port Vue and surrounding communities. In addition, below is a screen grab of a letter that is going out today to customers explaining that there was not an increase in 2022 as was planned:

We recently received several questions about rates and billing for wastewater service to Port Vue customers. We wanted to provide all Port Vue customers with some additional information related to the recent rate increase and its impact to your monthly Pennsylvania American Water wastewater bill. The PA Public Utility Commission (PUC) recently approved a wastewater rate increase, effective Jan. 28, 2023. Pennsylvania American Water operates under single tariff pricing, meaning that most customers, except for recently acquired systems, pay the same rate for our wastewater service across the Commonwealth. Since our company acquired the McKeesport wastewater system in 2017, your rates had remained below our regular wastewater rates due to a step-in process over several years. The new rates established by the PUC in January 2023 brought Port Vue's rates up to be consistent with Pennsylvania American Water's base wastewater rates for the first time post-acquisition. The average monthly residential wastewater bill for Port Vue customers increased by \$45.03 (73.1%).

When reviewing customer inquiries, we found that the second step increase from the new rates established by the PUC in 2021 was never implemented for Port Vue customers. Your rate of \$1.3297 per 100 gallons in 2021 was supposed to increase to \$1.500 per 100 gallons on January 1, 2022, but that increase did not occur due to a billing programming error. As a result, you were underbilled throughout 2022. We are not seeking to go back and collect this underbilled amount; however, when the latest rate increase went into effect in January 2023, it made the charges on your recent bills appear larger by comparison.

The new rates established by the PUC reflect the more than \$1 billion in water and wastewater system investments the company will make through 2023 to continue providing safe and reliable service. Over the past five years, Pennsylvania American Water has made approximately \$57 million in system and plant upgrades in the McKeesport area, including \$5 million in wastewater system upgrades in Port Vue Borough – that's an investment of approximately \$5.400 for every local customer, including you as a resident or business in Port Vue.

Brent Robinson
Manager, Government and Regulatory Affairs
Pennsylvania American Water
300 Galley Road
Canonsburg, PA 15317
724- 743-3102 (office)
724-263-0625 (cell)
Brent.Robinson@amwater.com

- Outlined below are Port Vue's rates throughout the past six years:

	Rates Upon Acquisition ³				First Increase ³		Second Increase (did not go into effect due to programming error)	Second/Third Increase ³
	2017 ¹	2018 ¹	2019 ¹	2020 ¹	2021	2022 ²	2022 ²	2023
Port Vue Rates	\$42.20	\$42.20	\$42.20	\$42.20	\$56.98	\$59.33	\$65.46	\$106.65
McKeesport and Surrounding Area Rates	\$51.48	\$51.48	\$51.48	\$51.48	\$71.57	\$79.33	\$79.33	\$106.65

¹ Port Vue customers billed on a quarterly basis from 2017-2020; amount shown reflects 1/3 of quarterly bill.

² 2022 average bill includes 4.12% of DSIC.

³ Monthly bills reflect average usage as follows: 3,630 thousand gallons in 2017-2020 ; 3,458 thousand gallons in 2021-2022 , and 3,212 thousand gallons in 2023.

Port Vue Rates

2017-2020

Quarterly Billing

Service Charge: \$58.05 (included 0-4,000 gallons per month)

\$0.995 per 100 gallons after 4,000 per month

2021-2022

Service Charge: \$11.00

\$1.3297 per 100 gallons

2023

Service Charge: \$14.30

\$2.8750 per 100 gallons

Port Vue Historical Rate Overview
5/24/23

Introduction

- Pennsylvania American Water's rates are regulated and set by the Pennsylvania Public Utility Commission (PUC).
- The company operates under single tariff pricing, meaning that most customers, except for the recently acquired systems, pay the same rate for water and wastewater service across the Commonwealth.
- When Pennsylvania American Water acquired the McKeesport wastewater system in 2017, Port Vue's rates remained below our regular wastewater rates due to a step-in process over several years.
- The new rates established by the PUC in January 2023 made Port Vue's rates consistent with Pennsylvania American Water's base wastewater rates for the first-time post-acquisition. Port Vue customers' average monthly residential wastewater bill increased by \$45.03 (73.1%).
- In addition to the increase noted above, we recently determined that the second step increase from the rates established by the PUC in 2021 was never implemented for Port Vue customers. The Port Vue rate of \$1.3297 per 100 gallons in 2021 was supposed to increase to \$1.500 per 100 gallons on January 1, 2022, but that increase did not occur due to a billing programming error. As a result, Port Vue customers were underbilled throughout 2022. We are not seeking to go back and collect this underbilled amount; however, when the latest rate increase went into effect in January 2023, it made the charges on Port Vue customers' bills appear more significant by comparison.
- During the past five years, Pennsylvania American Water has made approximately \$57 million in system and plant upgrades here in the McKeesport Area.
- The company invested approximately \$5 million during that time in Port Vue to upgrade sewer mains and make system improvements.
- Pennsylvania American Water offers programs for customers needing assistance paying their Pennsylvania American Water bills. Under our monthly wastewater discount program, income-eligible households can receive monthly bill discounts between 30 and 80 percent. We also offer hardship grants to customers who qualify and can work with you on a payment arrangement to pay off the balance of a past-due bill over time. For more information, visit pennsylvaniaamwater.com and click Customer Assistance Programs under the Customer Service & Billing tab.

05/25/2023



003100 1AV 6.468 05852/003100/013037 8 02 VC2HIS 003
BORO OF PORT VUE
1191 ROMINE AVE
MCKEESPORT PA 15133-3515

For Service To:
Account Number:
Service Address: 1191 Romine Ave
Port Vue, PA 15133-3515

Dear Boro Of Port Vue,

We recently received several questions about rates and billing for wastewater service to Port Vue customers. We wanted to provide all Port Vue customers with some additional information related to the recent rate increase and its impact to your monthly Pennsylvania American Water wastewater bill. The PA Public Utility Commission (PUC) recently approved a wastewater rate increase, effective Jan. 28, 2023. Pennsylvania American Water operates under single tariff pricing, meaning that most customers, except for recently acquired systems, pay the same rate for our wastewater service across the Commonwealth. Since our company acquired the McKeesport wastewater system in 2017, your rates had remained below our regular wastewater rates due to a step-in process over several years. The new rates established by the PUC in January 2023 brought Port Vue's rates up to be consistent with Pennsylvania American Water's base wastewater rates for the first time post-acquisition. The average monthly residential wastewater bill for Port Vue customers increased by \$45.03 (73.1%).

When reviewing customer inquiries, we found that the second step increase from the new rates established by the PUC in 2021 was never implemented for Port Vue customers. Your rate of \$1.3297 per 100 gallons in 2021 was supposed to increase to \$1.500 per 100 gallons on January 1, 2022, but that increase did not occur due to a billing programming error. As a result, you were underbilled throughout 2022. We are not seeking to go back and collect this underbilled amount; however, when the latest rate increase went into effect in January 2023, it made the charges on your recent bills appear larger by comparison.

The new rates established by the PUC reflect the more than \$1 billion in water and wastewater system investments the company will make through 2023 to continue providing safe and reliable service. Over the past five years, Pennsylvania American Water has made approximately \$57 million in system and plant upgrades in the McKeesport area, including \$5 million in wastewater system upgrades in Port Vue Borough that is an investment of approximately \$5,400 for every local customer, including you as a resident or business in Port Vue.

If you need assistance paying your Pennsylvania American Water bill, we have programs that may help. Under our monthly wastewater discount program, income-eligible households can receive monthly bill discounts between 30 and 80 percent. We also offer hardship grants to customers who qualify and can work with you on a payment arrangement to pay off the balance of a past-due bill over time. For more information, visit pennsylvaniaamwater.com and click Customer Assistance Programs under the Customer Service & Billing tab.



Customer Service: M-F 7am to 7pm Emergency: 24/7: 1-800-565-7292 www.pennsylvaniaamwater.com

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(VC2HIS 0058560102000

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Esto es un aviso importante sobre su servicio de agua / alcantarilla. Para la ayuda de la traducción, por favor llamas a Pennsylvania American Water al numero 1-800-565-7292.

Sincerely,

Pennsylvania American Water Customer Service



ADHOCTXTLTH_CRM

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(VC2HIS 00565029200)

Customer Service: M-F 7am to 7pm Emergency: 24/7: 1-800-565-7292

www.pennsylvaniaamwater.com



PENNSYLVANIA AMERICAN WATER

NOTICE OF PROPOSED WASTEWATER RATE CHANGES

Dear Customer:

On April 29, 2020, Pennsylvania American Water filed a request with the Pennsylvania Public Utility Commission (PUC) to increase your wastewater rates as of June 28, 2020. A full investigation of this request could delay the change until January 2021. This notice describes our request, the PUC's role, and what actions you can take.

RATE REQUEST

Pennsylvania American Water is requesting an overall rate increase of \$138.6 million over two years for all of its water and wastewater operations. The year one requested increase is \$92.4 million, and the year two increase is \$46.2 million. From 2019 through 2022, Pennsylvania American Water will have invested approximately \$1.64 billion to improve service reliability, water quality and fire protection for more than 400 communities across the Commonwealth.

These investments include necessary upgrades to treatment facilities, storage tanks, wells and pumping stations to ensure that its systems meet all regulatory standards. Pennsylvania American Water will also have replaced approximately 427.5 miles of aging pipeline, as well as valves, service lines and other parts of its 11,371-mile network of water and sewer lines. By making prudent, ongoing investments to maintain and upgrade our water and wastewater systems, Pennsylvania American Water is committed to protecting our communities from public health concerns and quality of life issues associated with failing infrastructure.

This filing includes a request for approval of the following alternative rate mechanisms in accordance with 66 Pa. C.S. § 1330: a multi-year rate plan with new rates projected to become effective January 2021 and January 2022, a Regionalization and Consolidation Surcharge, and an expense tracker to record increases or decreases in the cost of the Company's pension and other post-employment benefits. If the multi-year rate plan is approved as filed, the estimated impact on your monthly bill is outlined in this chart:

Customer Class	Average Usage/Month	Current Monthly Wastewater Bill	Proposed Rate Year 1	Proposed Rate Year 2
Residential	3,458 gallons	\$41.82	\$71.97	\$76.85
Commercial	23,692 gallons	\$253.22	\$335.50	\$361.69

If the Regionalization and Consolidation Surcharge and expense tracker are approved as filed, the immediate impact on your rates would be 0%. Beginning April 1, 2021, the Regionalization and Consolidation Surcharge may increase your rates once a year on April 1, up to a cumulative amount of 5%. The expense tracker would not affect your rates until Pennsylvania American Water files its next base rate case. Pennsylvania American Water's filing with the PUC also requests a combined revenue requirement for the company's water and wastewater operations as authorized by legislation enacted in 2012.

To find out more about how the request might affect your wastewater bill, please contact Pennsylvania American Water's customer service center at 1-800-565-7292. You can also find the rates requested by Pennsylvania American Water in Original Tariff Water PA PUC No. 5, and Original Tariff Wastewater PA PUC No. 16 on our website at www.pennsylvaniaamwater.com. Under the Customer Service menu, select "Your Water and Wastewater Rates." You can also review the material filed with the PUC at our office at 852 Wesley Drive, Mechanicsburg, PA 17055. In addition, you can request that we mail you a copy of Pennsylvania American Water's Statement of Reasons, which is a plain language summary of why we are requesting the rate change.

PUC ROLE

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

ACTIONS YOU CAN TAKE

There are three ways you can challenge Pennsylvania American Water's request:

1. **Send 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. **Attend or present testimony at a PUC public input hearing.** You can attend or be a witness at a PUC public hearing. The PUC holds public input hearings if it opens an investigation of Pennsylvania American Water's rate request and if

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 1-800-692-7380. - *Photostat*

- 3. File 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 the 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 June 28, 2020. If no one files a formal complaint, the Commission 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 at www.puc.state.pa.us.