
Pennsylvania Public
Utility Commission
v.
Pennsylvania American
Water Company

In-Person Public Input
Hearing

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

Pages 1406 - 1549

Judge's Chambers
Keystone Building
400 North Street
Harrisburg, PA

Tuesday, February 6, 2024
Commencing at 1:01 p.m.

INDEX TO EXHIBITS

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

Hearing Date: February 6, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
Asay Exhibit 1		
Photographs - Two	1474	1501
Asay Exhibit 2		
Water Pressure Photo	1479	1504

Asay Exhibit 3

Info First Bill	1481	1506
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Asay Exhibit 4

Info Second Bill	1481	1507
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Asay Exhibit 5

Info Third Bill	1482	1509
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Asay Proposed Exhibit 6

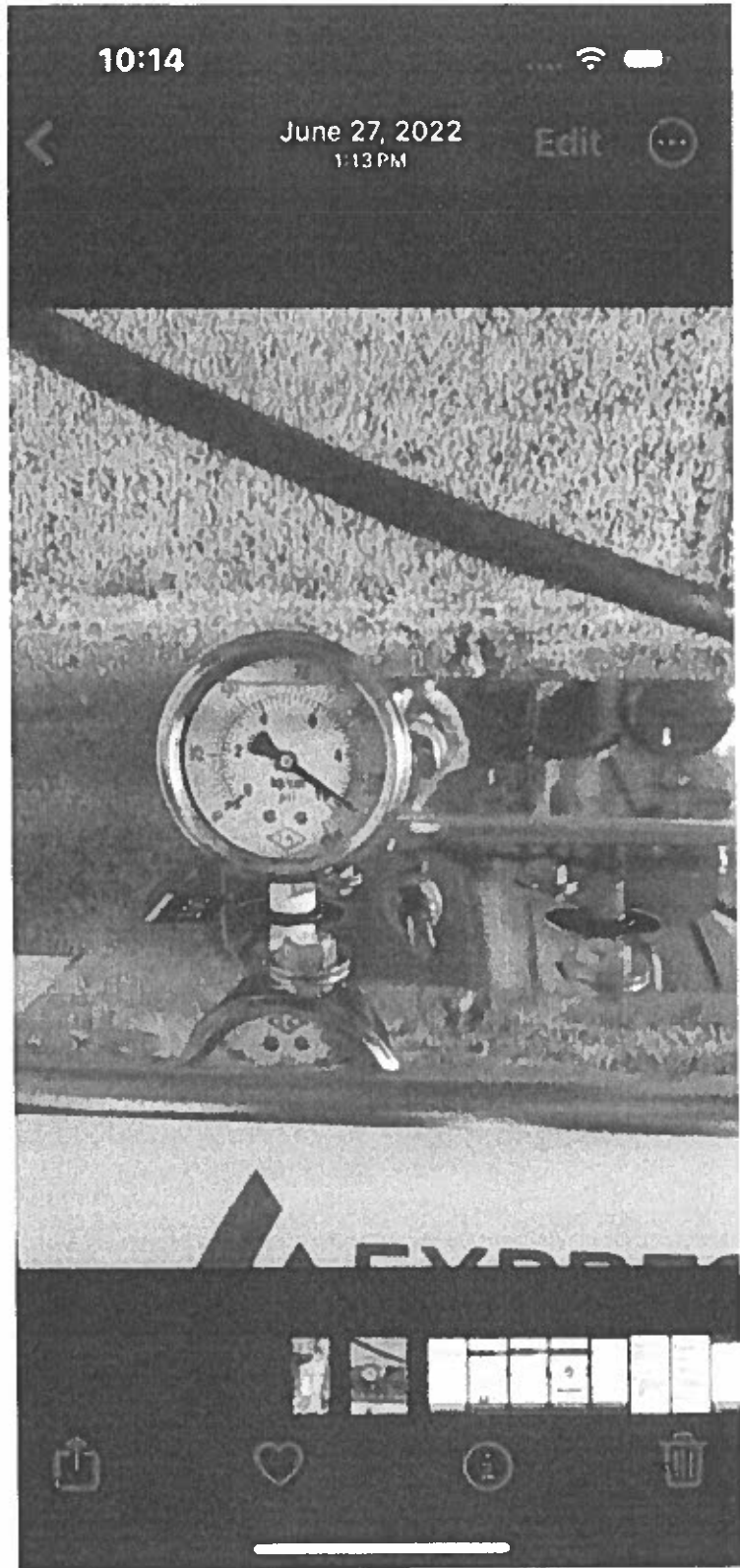
Water Bill	1482	--
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Asay Proposed Exhibit 7

Community System

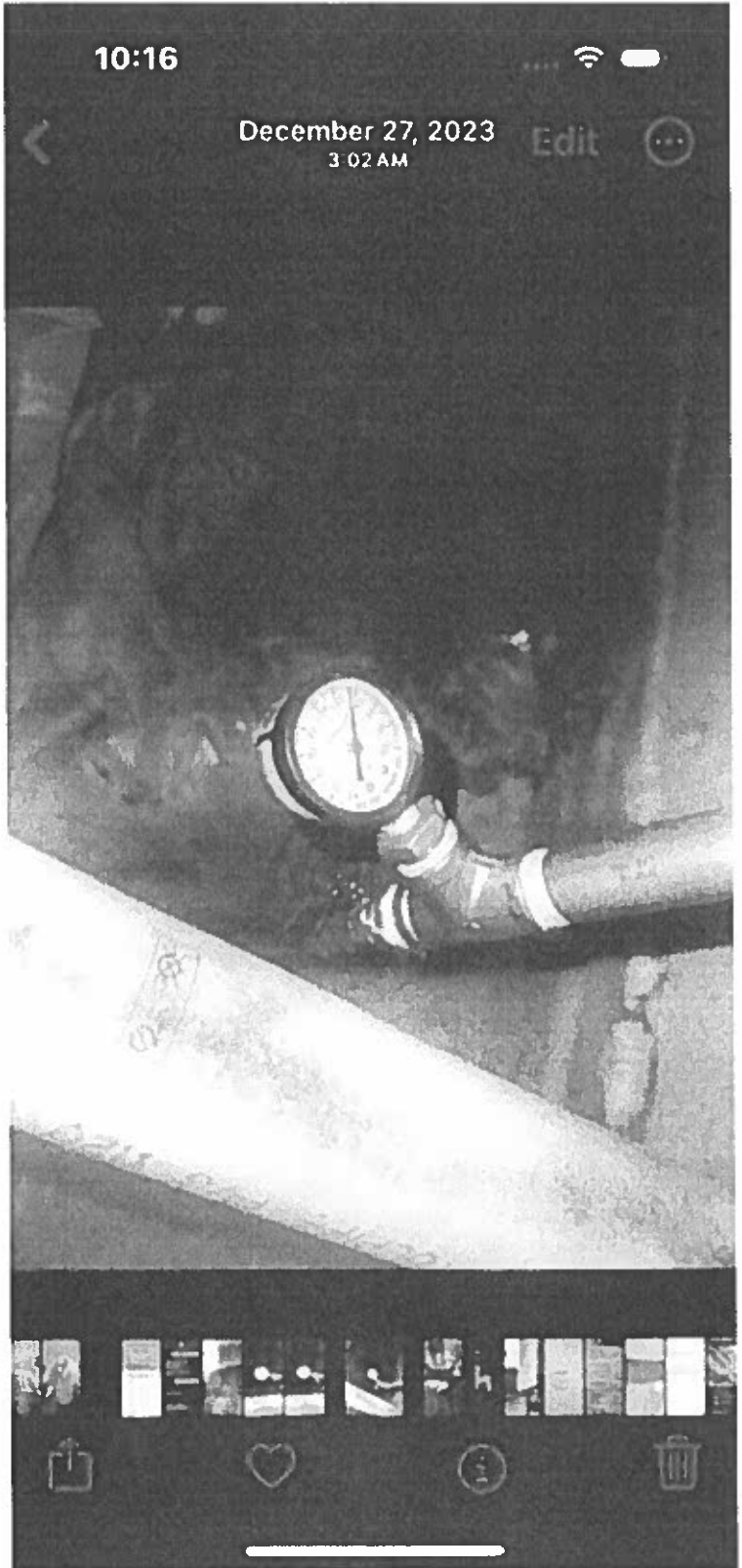
Design Standards	1492	--
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ASAM EXHIBIT 1



ASAM EXHIBIT 1

~~XXXXXXXXXX~~



ASAY EXHIBIT 2

SERVICE HISTORY			ACCOUNT HISTORY		
Inspect for Leak, Hi/Lo Usage ID# 528105447 Service Status: Open Service Date: 12/11/2023	Check Meter Verif Serial #&Read ID# 527681836 Service Status: Closed Service Date: 10/13/2023	Change Meter ID# 527690061 Service Status: Closed Service Date: 10/13/2023			
Radio Frequency Installation ID# 525541606 Service Status: Canceled Service Date: 01/10/2023	Investigate HI/Low Pressure ID# 524057078 Service Status: Closed Service Date: 07/07/2022	Investigate HI/Low Pressure ID# 524047911 Service Status: Closed Service Date: 06/23/2022			
Customer Emergency ID# 524046647 Service Status: Closed Service Date: 06/22/2022	Change Meter Periodic Contractor ID# 523398849 Service Status: Canceled Service Date: 03/28/2022	New Cust, Read, Leave On ID# 521511357 Service Status: Closed Service Date: 06/25/2021			

We installed a Pressure Reducing Valve (PRV) inside the house June 2022 but the excessive pressure from the street broke our service line months after our in-house PRV was installed. According to the licensed plumbers, it's just too much pressure for the service line to handle 130-150psi from street to the our PRV with no relief WILL cause damage to the service line or fittings (weak spots).

(Normal bill before the service line broke) Annual usage 24,500 gallons. We leaked 20,600 gallons)



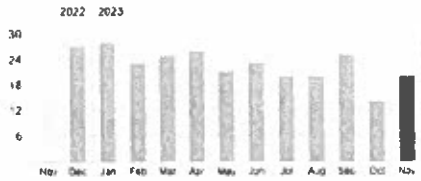
Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	100 gal	5/8"	10/13/2023	11/03/2023	0 (A)	15 (A)	15	15.00	1,500
[REDACTED]	100 gal	5/8"	10/05/2023	10/12/2023	2,930 (A)	2,935 (A)	5	5.00	500
								Total Gallons:	2,000

A = Actual E = Estimate 1 Billing Unit = 100 gallons

Billed Usage History (graph shown in 100 gallons)

■ 2,000 gallons = usage for this period
 ■ 2,500 gallons = usage for same period last year



Next Scheduled Read Date: on or about December 06, 2023
 Account Type: Residential

Average daily use for this period is: **67 gallons** (30 days)

Year to Date Billed Usage: 24,500 gallons

Account Detail Account No. [REDACTED]

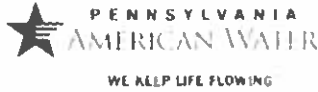
Service To: [REDACTED]	
Prior Billing	94.60
Payments	-94.60
Total payments as of Oct 27. Thank you!	-94.60
Balance Forward	0.00
Service Related Charges - 10/05/23 to 11/03/23	
Water Service	49.72
Water Service Charge	
10/05/23 to 10/12/23	4.67
10/13/23 to 11/03/23	12.83
Water Usage Charge (20 x \$1.6108)	32.22
Wastewater Service	71.80
Wastewater	14.30 (1 x \$14.30)
Wastewater Use Charge (20 x \$2.875)	57.50
Total Service Related Charges	121.52
Total Current Period Charges	121.52

Total Amount Due **\$121.52**

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to meter, waste water and fire protection. If applicable, credits and debits for correction to previously billed charges are realized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 888-378-4458.
- Still have questions?** We are here to help! Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	100 gal	5.8"	11/04/2023	12/06/2023	15 (A)	127 (A)	112	112.00	11,200
								Total Gallons	11,200

A = Actual E = Estimate 1 Billing Unit = 100 gallons

Billed Usage History (graph shown in 100 gallons)

■ 11,200 gallons = usage for this period
 ■ 2,700 gallons = usage for same period last year



Next Scheduled Read Date: on or about January 04, 2024
Account Type: Residential

Average daily use for this period is **339 gallons** (33 days)

Year to Date Billed Usage: 35,700 gallons

Account Detail

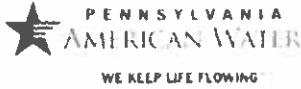
Service To	[REDACTED]	Account No.	[REDACTED]
Prior Billing			121.52
Payments			-121.52
Total payments as of Nov 29	Thank you!		-121.52
Balance Forward			0.00
Service Related Charges - 11/04/23 to 12/06/23			
Water Service			197.91
Water Service Charge			17.50
Water Usage Charge	(112 x \$1.6108)		180.41
Wastewater Service			336.30
Wastewater	(1 x \$14.30)		14.30
Wastewater Use Charge	(112 x \$2.875)		322.00
Total Service Related Charges			534.21
Total Current Period Charges			534.21
Total Amount Due	➔		\$534.21

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Para obtener asistencia de traducción en la lectura de su factura,



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
[REDACTED]	100 gal	5.8"	12/07/2023	01/04/2024	127 (A)	223 (A)	96	96.00	9,600
							Total Gallons		9,600

A = Actual E = Estimate 1 Billing Unit = 100 gallons

Billed Usage History (graph shown in 100 gallons)

- 9,600 gallons = usage for this period
- 2,800 gallons = usage for same period last year



Next Scheduled Read Date: on or about February 02, 2024
Account Type: Residential

Average daily use for this period is: **331 gallons** (29 days)

Year to Date Billed Usage: 9,600 gallons

Account Detail

Service To:	[REDACTED]	Account No.:	[REDACTED]
Prior Billing			534.21
Payments			-534.21
Total payments as of Jan 2. Thank you!			-534.21
Balance Forward			0.00
Service Related Charges - 12/07/23 to 01/04/24			
Water Service			172.14
Water Service Charge			17.50
Water Usage Charge	(96 x \$1.8108)		154.64
Wastewater Service			290.30
Wastewater	(1 x \$14.30)		14.30
Wastewater Use Charge	(96 x \$2.875)		276.00
Other Charges			-1.35
State Tax Adjustment Surcharge - WW			-1.07
	(\$290.30 x -0.37%)		
State Tax Adjustment Surcharge			-0.28
	(\$172.14 x -0.16%)		
Total Service Related Charges			461.09
Total Current Period Charges			461.09
Total Amount Due			\$461.09

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