

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DOCKET NO. R-2024-3045192

AND

DOCKET NO. R-2024-3045193

EXHIBITS TO ACCOMPANY DIRECT TESTIMONY

OF

LARRY FINNICUM

VEOLIA WATER PENNSYLVANIA, INC.

February 2024

SUMMARY OF PLANT IN SERVICE ACTIVITY FOR THE YEARS ENDED SEPTEMBER 30, 2024 AND OCTOBER 31, 2025

ACCOUNT (1)	2024					2025				
	BALANCE AS OF 9/30/2023 (2)	ADDITIONS (3)	RETIREMENTS (4)	TRANSFERS, ADJUSTMENTS AND ACQUISITIONS (5)	BALANCE AS OF 9/30/2024 (6)	ADDITIONS (7)	RETIREMENTS (8)	TRANSFERS, ADJUSTMENTS AND ACQUISITIONS (9)	BALANCE AS OF 10/31/2025 (10)	
301.10 ORGANIZATION	32,469	-	-	-	32,469	-	-	-	32,469	
302.10 FRANCHISES AND CONSENTS	65,436	-	-	-	65,436	-	-	-	65,436	
303.20 MISCELLANEOUS INTANGIBLE PLANT	3,068,761	616,081	-	-	3,684,842	-	-	-	3,684,842	
303.30 LAND AND LAND RIGHTS	1,149,369	-	-	-	1,149,369	-	-	-	1,149,369	
303.40 RESERVOIRS AND STANDPIPES LAND	900,725	-	-	-	900,725	-	-	-	900,725	
303.50 LAND AND LAND RIGHTS	935,368	-	-	-	935,368	-	-	-	935,368	
304.20 PUMPING STRUCTURES	6,860,690	2,011,495	21,000	-	8,851,185	2,021,690	376,000	-	10,496,875	
304.30 WATER TREATMENT PLANT STRUCTURES	17,937,051	-	-	-	17,937,051	-	-	-	17,937,051	
304.40 TRANSMISSION AND DISTRIBUTION STRUCTURES	3,003,944	-	-	-	3,003,944	-	-	-	3,003,944	
304.50 OFFICE STRUCTURES	12,447,129	890,061	54,000	-	13,283,190	1,663,788	-	-	14,946,978	
304.50 MISCELLANEOUS STRUCTURES	48,859	-	-	-	48,859	-	-	-	48,859	
305.20 COLLECTING AND IMPOUNDING RESERVOIRS	425,522	279,088	-	-	704,610	1,635,000	600,000	-	1,739,610	
306.20 LAKE, RIVER AND OTHER INTAKES	4,788,459	-	-	-	4,788,459	-	-	-	4,788,459	
307.20 WELLS AND SPRINGS	1,322,103	610,462	3,000	-	1,929,565	817,500	-	-	2,747,065	
308.20 INFILTRATION GALLERIES AND TUNNELS	10,312	1,773,970	-	-	1,784,282	947,850	-	-	2,732,132	
310.20 POWER GENERATION EQUIPMENT	159,191	77,390	-	-	236,581	-	-	-	236,581	
311.20 ELECTRIC PUMPING EQUIPMENT	10,312,804	130,026	1,100	-	10,441,730	109,000	-	-	10,550,730	
311.20 OIL ENGINE PUMPING EQUIPMENT	314,156	-	-	-	314,156	-	-	-	314,156	
311.40 PUMPING EQUIPMENT	568,582	-	-	-	568,582	-	-	-	568,582	
320.30 WATER TREATMENT EQUIPMENT	40,102,339	7,233,625	40,000	-	47,295,965	13,093,800	214,500	-	60,175,265	
320.30 PAINTING	82,943	463,036	16,000	-	529,979	-	-	-	529,979	
320.30 CHEMICAL EQUIPMENT	4,745,460	-	-	-	4,745,460	-	-	-	4,745,460	
330.40 DISTRIBUTION RESERVOIRS AND STANDPIPES	18,221,163	-	-	-	18,221,163	-	-	-	18,221,163	
330.40 DISTRIBUTION RESERVOIRS AND STANDPIPES PAINTING	-	1,557,614	281,600	-	1,276,014	2,180,000	400,000	-	3,056,014	
331.40 TRANSMISSION AND DISTRIBUTION MAINS	241,727,965	25,557,745	1,440,100	-	265,845,610	13,120,670	1,383,900	-	277,582,380	
333.40 SERVICES	65,113,709	1,298,637	59,220	-	66,353,126	1,355,960	34,220	-	67,674,866	
334.40 METERS	25,706,269	2,092,012	101,350	-	27,696,931	1,827,930	70,600	-	29,454,261	
335.00 HYDRANTS	11,448,935	151,733	12,000	-	11,588,667	136,250	8,000	-	11,716,917	
340.50 COMPUTER HARDWARE	379,170	-	-	-	379,170	-	-	-	379,170	
340.50 COMPUTER SOFTWARE	217,105	-	-	-	217,105	-	-	-	217,105	
340.50 COMPUTER SOFTWARE - LIGHTHOUSE	150,121	-	150,121	-	-	-	-	-	-	
340.50 FURNITURE	682,567	-	-	-	682,567	-	-	-	682,567	
341.50 TRANSPORTATION EQUIPMENT	2,936	-	-	-	2,936	-	-	-	2,936	
342.50 STORES EQUIPMENT	7,543	-	-	-	7,543	-	-	-	7,543	
343.50 SHOP AND GARAGE EQUIPMENT	665,079	-	-	-	665,079	-	-	-	665,079	
343.50 TOOLS AND WORK EQUIPMENT	3,987,476	286,755	6,500	-	4,267,730	327,000	14,000	-	4,580,730	
344.50 LABORATORY EQUIPMENT	58,432	-	-	-	58,432	-	-	-	58,432	
345.50 POWER OPERATED EQUIPMENT	7,046	-	-	-	7,046	-	-	-	7,046	
346.00 COMMUNICATION EQUIPMENT	5,483,221	2,284,835	5,000	-	7,763,056	1,746,500	5,000	-	9,504,556	
347.00 MISCELLANEOUS EQUIPMENT	1,255,590	279,437	12,500	-	1,522,527	218,001	2,500	-	1,738,028	
TOTAL WATER PLANT	484,395,999	47,594,000	2,203,491	-	529,786,508	41,200,939	3,108,720	-	567,878,727	

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		ADDITIONS (3)	RETIREMENTS (4)	TRANSFERS, ADJUSTMENTS AND ACQUISITIONS (5)		ADDITIONS (7)	RETIREMENTS (8)	TRANSFERS, ADJUSTMENTS AND ACQUISITIONS (9)	
354.40	18,450	-	-	-	18,450	-	-	-	18,450
360.20	169,734	-	-	-	169,734	-	-	-	169,734
361.20	4,512,102	2,131,603	600	-	6,643,105	54,500	500	-	6,697,105
371.40	654,507	-	-	-	654,507	-	-	-	654,507
380.40	34,282	-	-	-	34,282	-	-	-	34,282
393.70	3,800	-	-	-	3,800	-	-	-	3,800
396.70	16,876	-	-	-	16,876	-	-	-	16,876
TOTAL SEWER PLANT	5,409,751	2,131,603	600	-	7,540,754	54,500	500	-	7,594,754

Veolia Water Pennsylvania, Inc.
Comparison of Actual Plant in Service Expenditures to Projections in Rate Case R-2018-300834
12-months ending December 31, 2019

	<u>ACCOUNT</u>	<u>CASE R-2018-300834</u>	<u>ACTUALS</u>	<u>Comparison</u>
	(1)	(2)	(3)	(4)
301.00	ORGANIZATION	-	-	-
302.00	FRANCHISES AND CONSENTS	-	-	-
303.00	MISCELLANEOUS INTANGIBLE PLANT	-	757,561	757,561
304.20	PUMPING STRUCTURES	-	1,521,964	1,521,964
304.30	WATER TREATMENT PLANT STRUCTURES	-	26,252	26,252
304.40	TRANSMISSION AND DISTRIBUTION STRUCTURES	-	499,075	499,075
304.51	OFFICE STRUCTURES	231,906	148,353	(83,553)
304.52	STORES, SHOP AND GARAGE STRUCTURES	2,730,421	-	(2,730,421)
304.53	MISCELLANEOUS STRUCTURES	8,282	-	(8,282)
305.00	COLLECTING AND IMPOUNDING RESERVOIRS	-	-	-
306.00	LAKE, RIVER AND OTHER INTAKES	3,232,333	1,077,793	(2,154,539)
307.00	WELLS AND SPRINGS	-	262,011	262,011
308.00	INFILTRATION GALLERIES AND TUNNELS	-	-	-
311.20	ELECTRIC PUMPING EQUIPMENT	1,628,866	1,588,056	(40,810)
311.30	OIL ENGINE PUMPING EQUIPMENT	-	-	-
320.10	STRUCTURES AND IMPROVEMENTS	662,590	428,498	(234,092)
320.20	PAINTING	-	-	-
320.30	CHEMICAL EQUIPMENT	1,822,121	130,245	(1,691,876)
330.00	DISTRIBUTION RESERVOIRS AND STANDPIPES	2,319,064	2,156,755	(162,309)
331.00	TRANSMISSION AND DISTRIBUTION MAINS	28,695,650	23,610,766	(5,084,884)
333.00	SERVICES	750,935	4,187,318	3,436,383
334.00	METERS	1,242,355	1,353,018	110,662
335.00	HYDRANTS	99,388	547,648	448,260
339.00	OTHER PLANT AND MISCELLANEOUS EQUIPMENT	-	-	-
340.10	COMPUTERS AND SOFTWARE	-	44,856	44,856
340.11	SOFTWARE - LARGE	-	-	-
340.20	FURNITURE	-	565,702	565,702
341.00	TRANSPORTATION EQUIPMENT - TRUCKS	-	-	-
342.50	STORE EQUIPMENT	-	4,601	4,601
343.10	SHOP AND GARAGE EQUIPMENT	-	14,282	14,282
343.20	TOOLS AND WORK EQUIPMENT	132,518	348,452	215,934
344.00	LABORATORY EQUIPMENT	-	-	-
346.00	COMMUNICATION EQUIPMENT	242,950	263,105	20,155
347.00	MISCELLANEOUS EQUIPMENT	-	988	988
	TOTAL WATER PLANT	\$ 43,799,380	\$ 39,537,299	\$ (4,262,081)



NOTICE OF PROPOSED RATE CHANGES

To Our Customers:

Veolia Water Pennsylvania has filed a request with the Pennsylvania Public Utility Commission (PUC) on February 16, 2024, to increase your water/wastewater rates as of April 16, 2024. This notice describes the company's rate request, the PUC's role, and what actions you can take.

Veolia Water Pennsylvania has requested an overall rate increase of approximately \$16 million per year. Since the last rate case, the company will have invested over \$167 million to enhance service reliability and water quality.

If the company's entire request is approved, the total water bill for a residential customer using an average of 3,500 gallons per month would increase from \$49.64 to \$60.79 per month or by 22%. The total water bill for an average commercial customer using 25,000 gallons per month would increase from \$353.93 to \$433.34 per month or by 22%. The total water bill for an industrial customer using 225,000 gallons per month would increase from \$2,195.34 to \$2,818.17 per month or by 28%.

If the company's entire request is approved, the total wastewater bill for a residential customer would increase from a flat rate of \$46.50 to a flat rate of \$77.00 per month or by 37%. The total wastewater bill for an average commercial customer using 25,000 gallons per month would increase from \$197.32 to \$225.33 per month or by 14%. Rates for an industrial customer using 225,000 gallons per month would increase from \$683.82 to \$2,295.95 per month or by 235%.

To find out your customer class or how the requested increase may affect your water or wastewater bill, contact Veolia Customer Service at 888-299-8972. The rates requested by the company may be found in Supplement No. 68 Water Tariff PA P.U.C. No.7 & Supplement No.5 Wastewater Tariff PA P.U.C. No.2. You may examine the material filed with the PUC which explains the requested increase and the reasons for it. A copy of this material is kept at Veolia's Harrisburg Office, 6310 Allentown Blvd, Suite 104, Harrisburg, PA 17112. Upon request, the company will send you the Statement of Reasons, explaining why the rate increase has been requested.

The state agency which approves rates for public utilities is the PUC. The PUC will examine the requested rate increase and can prevent existing rates from changing until it investigates and/or holds hearings on the request. The company 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. The PUC may change the amount of the rate increase or decrease requested by the utility for each customer class. As a result, the rate charged to you may be different than the rate requested by the company and shown above.

There are three ways to challenge a company's request to change its rates:

1. You can file a formal complaint. If you want a hearing before a judge, you must file a formal complaint. By filing a formal complaint, you assure yourself the opportunity to take part in hearings about the rate increase request. All complaints should be filed with the PUC before April 16, 2024. If no formal complaints are filed, the Commission may grant all, some or none of the request without holding a hearing before a judge.

Notice of Proposed Rate Changes 2024

2. You can send us a letter telling why you object to the requested rate increase. Sometimes there is information in these letters that makes us aware of problems with the company's service or management. This information can be helpful when we investigate the rate request. Send your letter or request for a formal complaint form to the Pennsylvania Public Utility Commission, PO Box 3265, Harrisburg, PA 17105-3265.
3. You can be a witness at a public input hearing. Public input hearings are held if the Commission opens an investigation of the company's rate increase request and if there is a large number of customers interested in the case. At these hearings you have the opportunity to present your views in person to the PUC judge hearing the case and the company representatives. All testimony given "under oath" becomes part of the official rate case record. These hearings are held in the service area of the company.

For more information, call the PUC at 1-800-692-7380. You may leave your name and address so you can be notified of any public input hearing that may be scheduled in this case.

BCS #	Complaint	Complaint	Responded	Special Remarks	Action Taken	Date Closed	Category
2019							
3676024	Cust was victim of abuse so he moved to this address recently and tried to get water on in her name	1/22/2019	2/22/2019	Decision Issued- company granting a PA	1404 (a.1), 56.1, 56.141 (2)New PAR provided; cust did not inform company they were a victim of abuse.	3/28/2019	Applicant
3677352	Customer is attempting to obtain service at location but company wants him to pay balance of old bill	5/2/2019	11/2/2019	Case Sustained- reduced restoration term	56.191 .c.2.iv - Customer has unpaid balance from another address; no payments for 18 months; reduced payment terms offered	2/13/2019	Applicant
3677593	Cust had to pay 2860 to replace water heater	7/2/2019	8/3/2019	Verbal Close	Property vacant: Meter Pit installed with backflow; customer experiencing thermal expansion	9/20/2019	Service
3678036	Denial of Service/On Customer	12/2/2019	3/15/2019	Dismissed- Cust not eligible	PAR needs to be established to gain consistency in monthly payments and to pay down the large balance. Prior cases dismissed; customer not eligible for a new PUC PAR	6/8/2019	Applicant
3678257	Service Issue Customer is disputing the issue of lower water pressure	2/13/2019	3/15/2019	Dismissal Letter Issued	Customer can install a booster to increase the pressure. Customers were moved from the Grantham system to the Center Square system lowering their pressure; interconnect crossing Route 15 Cust hs 40 -50 psi	2/5/2019	Service
3678124	Our community water pressure has been drastically reduced and all of the neighbors are complaining	2/13/2019	3/15/2019	Verbal Close	Customer can install a booster for increased pressure. Customers were moved from the Grantham system to the Center Square system lowering their pressure; interconnect crossing Route 15; Cust currently has 40 to 40 psi	3/20/2019	Service
3681336	Billing Dispute, Customer is disputing that the co is telling her she has not paid a water bill since 2017	8/3/2019	5/4/2019	Verbal Close	Adjustment applied to the account. Customer account was not billing for water consumption. Investigated and found the ERT wire was in need of repair and the ERT needed to be re-attached to the side of the home. Water meter continued to record actual water consumption; customer backbilled	11/13/2019	Billing
3685141	Billing Dispute -- Customer is being back-billed for 3 months of zero consumption due to water meter not working	3/28/2019	4/29/2019	Case Dismissed	Payment plan offered. Meter stopped working company calculated back bill accurately and customer was offered a payment plan	2/1/2020	Billing
3687003	Billing Dispute, Customer is disputing bill in the amount of 1500.00 (credit was taken off) for 170,000 gallons	2/4/2019	1/5/2019	Case Dismissed	Company will set up a PAR and waive LPC's. Water usage started to increase 1/24 and stayed elevated through 3/6 - 41 days indicating something in the home running.	2/20/2020	Billing
3689849	I returned home from work one day to find that my yard was dug up and half of the side of my path	10/4/2019	10/5/2019	Verbal Close	Restoration has begun as communicated and plannd in the Spring of 2019. Customers ERT stopped working and they were not billed for water consumption; with various notifications to fix.	12/17/2019	Service
3690717	Rebill dispute. Meter broken for 3 months and customer rebilled 258.00 unbilled usage based on estimate	11/4/2019	10/5/2019	Decision Letter Issued	Customer backbilled based on equipment failure. Company offered the customer a payment plan. Cust feels she should not be responsible.	1/17/2020	Billing
3692443	CU states utility came out to put in new water meter into the house, and a new line in the ground	4/17/2019	7/24/2019	Verbal Close	Pressure tested at 125 psi which was within the guidelines of the PUC. Company recommended customer to install a pressure release valve.	7/25/2019	Service
3695749	Applicant- Service is off	4/25/2019	4/29/2019	Verbal Close	Project completed in 2015; 4 years ago where a meter pit was installed for the customer with a backflow preventer. Company resolved issue with the tenant and the water was restored. Landlord is the ratepayer and tenant filed the complaint.	4/30/2019	Applicant

BCS #	Complaint	Complaint	Responded	Special Remarks	Action Taken	Date Closed	Category
3695540	Received bill dated 03/25/2019 for \$957.93. The bill claims our usage was 109,700 gallons in a 32 day period	4/25/2019	5/24/2019	Case Dismissed	One time leak adjustment being offered once customer provides the plumbing receipt. Company showed cusotmer daily water usage for 2 month period; meter tested and results passed. Cust claims plumber found nothing Proper repairs will be made as soon as weather permits. Customers were moved from the Grantham system to the Center Square system lowering their pressure; interconnect crossing Route 15 Cust has 40 -50 psi. Restoration has begun.	2/15/2020	Billing
3697115	Cust wants to put in a dispute about damage to his property when they were putting in new water line	4/30/2019	5/31/2019	Dismissed		8/14/2019	Service
3697026	Customer is disputing that back in November, 2018 the water main pipe broke, which erupted and caused damage	4/30/2019	5/31/2019	Dismissed	This is an insurance claim under Liberty Mutual Contractor made 3 attempts to satisfy the customer; customer indicated they were satisfied then stated thats not how they want it.	8/27/2019	Service
3697625	Front yard was destroyed by water line installation. Ned final grading, top soil, and grass replanting	1/5/2019	5/31/2019	Verbal Close	Company followed up with the contractor and customer to resolve the restoration complaint.	7/31/2019	Service
3699771	Company replaced the water pipe system in 2018-2019 and the main line ran past the front of the customers prop.	8/5/2019	6/6/2019	Dismissal Letter Issued	Damage claim has been issued to the insurance company	9/18/2019	Service
3701100	There was a water main break in late April which caused damage to the customers property.	5/13/2019	6/13/2019	Verbal Close		7/8/2019	Service
3706471	Received "10 day shutoff notice for past due amount. Notice date on letter: 05/21/19. Notice delivered to my home by USPS on 5/30/19.	5/31/2019	1/7/2019	Case Dismissed	Customers past due billing was from March 2019; close to 90 days past due; any delay in mail delivery is outside of the companay's control The water pressure for this system is within the regulated range established by the PUC.	5/2/2020	Billing
3709004	Company's contractor put a new water line around the neighborhood last year, causing water pressure to drop drastically.	10/6/2019	10/7/2019	Verbal Close	Customer moved from Grantham water system to Center Square System. Company willing to add another name to the existing account. No payment for 7 months. The account is still active because the same occupants are living in the household. Previous ratepayer request service in her name again	9/13/2019	Service
3712855	28 - Denial of service. Service. Service is on. The applicant is disputing the balance of \$937.00. This balance accrued at 17 Hamilton Rd--Dallas PA	6/24/2019	7/24/2019	Case Dismissed	Balance paid by customer. Endpoint data shows leak fixed and customers plubing bill reflects a faulty valve. Company issued a standard leak adjustment	10/28/2019	Applicant
3717749	Customer received June bill and it was reported usage of \$635.18 which is the equivalent of 72,200 gallons. Customer believes this bill is excessive and nothing changed from household from last year to this year.	7/15/2019	8/15/2019	Verbal Close	Customer advised the PUC he is no longer at the property. Customers bill continues to increase because the usage has increased. All meter reads and billings are correcr	6/2/2020	Billing
3717628	Every month my bills gets higher and higher especially when my actual usage is low. Relief sought - I'm looking for a solution	7/15/2019	8/13/2019	Verbal Close		8/13/2019	Billing
3720443	I got a call from a Suez Water rep on 7/24/2019 saying that their computer system had a glitch and several hundred customers haven't been charged correctly for the past 2 years	7/25/2019	8/27/2019	Verbal Close	This customers meter malfunctioned; customer is being backbilled to cover the previous zero usage	12/2/2020	Billing
3720768	Discolored water from July 19th - present-Relief Sought - Suez should check for a crack in their line, flush the line. Test water to ensure its safe for drinking	7/26/2019	7/26/2019	Dismissal Letter Issued	Company provided an adjustment for discolored water. The company does no flushing over the weekend and no other reports from neighbors in the area. Issue isolated to this property.	4/9/2019	Discolored Water
3723962	Customer is a landlord at this address. It is a main property with 2 rear apartments attached. Landlord states that had been paying the bill since Aug 2018 and about 6 months prior to that and bill was between 20 -30 a month.	7/8/2019	6/9/2019	Customer Service Line Leak	Company removing the usage during the time the meter stopped .Customer had 2 different leaks at the property; the meter was stopped. Company is willing to offer the cusotmer a one time only adjustment on the highest excess usage. Higher than normal bills based on a toilet issue plus the customer went several billings without paying.	5/22/2020	Billing
3730692	Suez Water is billing me for \$1,006.77 for one month's usage. The previous month I was billed \$259.24. I had a toilet that waw running off and on	8/29/2019	9/26/2019	Case Closed	The endpoint extraction provided data that supported the high usage and no billing error occurred; bills correct as rendered	3/13/2020	Billing
3731433	Customer paid her bills as she receives them. Customer states she received a letter stating there was a leak last month along with a high bill	4/9/2019	3/10/2019	Verbal Close	Endpoint data revealed shows usage occured outside of the working hours of the company. Flushing and construction work would not have an impact.	2/27/2020	Billing
3731709	Billing Dispute, Cu is disputing that her bill increased by 30.00 monthly and she has not changed anything. Cu states this happened two years ago when co was doing work to the systems	5/9/2019	3/10/2019	Case Dismissed		3/19/2020	Billing

BCS #	Complaint	Complaint	Responded	Special Remarks	Action Taken	Date Closed	Category
3732350	Service Issue Customer is disputing the water leak caused from pipes and something doing for flushing the water pipes. Customer disputing the billing for 700.	6/9/2019	3/10/2019	Verbal Close	Leak adjustment provided to customer. Company verified service line leak after the meter. The line broke most likely due to ate as most of the pipes in the area are older	4/10/2019	Service
3732886	Cu is disputing that co sent a five day notice informing consumers that the co found a leak. The water pressure was over 100 psi two years ago and cu put in an air hammer. Cust failed to provide acct #. Cust claims Util sent her a term notice to swith her meter , after new meter installed, catch up for 996 sent for 19 months of backbilling	10/9/2019	10/10/2019	Verbal Close	Customer installed a pressure reducing valve to address the high pressure issue. 56.1 (conservation credit)Ert replaced, customer backbilled based on the usage of the meter of record	11/27/2019	Service
3734173	Customer is disputing one high monthly bill. Bill is on average was always 40.00 - 50.00 a month. Customer received August bill and was 82.00 after the month before being 46.00	9/13/2019	10/10/2019	Decision Issued	Adjusted bill to equal customers 6 month average credited 26.68	11/3/2020	Billing
3735153	Customer had dispute with water co regarding large bill and usag of over 90,000 gallons. Disput was resolved an updated bill was sent out and customer paid bill	9/18/2019	10/17/2019	Verbal Close	Customer no longer living at the property; account balance at the time of the complaint was satisfied;no active severence	10/3/2020	Billing
3740028	18 - High bill dispute. The customer is disputing the bill from the month of September. Relief Sought. Investigate why water bill so high	8/10/2019	7/11/2019	Verbal Close	Customer having property inspected. Previous month billed for zero usage; customers ert failed; meter of record was accurately recording usage. Late penalties waived; 96 payments sent to company lock box when there is an error; lock box sends to local office for processing; discrepancies reviewed	4/27/2020	Billing
3741772	Has 96 different accounts. Company has refused to reverse late fees. Sent a check for \$1,996.60, which company misapplied to this account in June and it took the company till September, 2019 to appropriately apply	10/16/2019		Verbal Close	Customer can provide a repair bill for one time adjustment on 50% of the excess usageEndpoint Extraction on 11/20/2019 clearly shows that something is running after the meter and it was fixed/stopped on 10/21/19. One meter servicing 2 properties.	6/17/2020	Billing
3743462	Customer is not requesting a PAR. Monthly bill has been 26.06 monthly, water used only to do dishes when heat is needed, need water for radiators. All of a sudden, they are charging me almost \$00 for last month's bill.	10/22/2019	11/22/2019	Commercial Acct		7/24/2020	Billing
3743184	In August 2019 customer paid 136.00 at an authorized payment location (Weis Market) and called the company after the payment was made to give them the confirmation number. In september someone came to shut the services off. Customer had no prior notice.	10/22/2019	11/21/2019	Case Dismissed		9/6/2020	Billing
3745102	2020	10/28/2019	11/26/2019	Case Dismissed	Customer to contact Weis markets and get their payment refunded. Weis confirmed they would refund the money. Cust are advised to pay at Giant	3/6/2020	Billing
3755017	LEAK-On 11/25/2019 the water company left a notice	3/1/2020	1/30/2020	Verbal Close	Company is requesting confirmation of repairs or have repairs completed. Water continues to run and is not metered which could cause damage to the property and street	4/2/2020	LEAK
3755689	LEAK-customer is disputing that there is proof that sound is from this property	10/1/2020	7/2/2020	Verbal Close	Customer has since located the service line leak and is working with a plumber to fix the leak PUC sent Small Business Mediation Form - language barrier. The endpoint shows that something was running in the property. They need to have their water fixtures inspected and fixed	2/21/2020	LEAK
3755677	BILLING-The water bill increased by an abnormally large amount while the usage remained the same	10/1/2020	7/2/2020	COMMERCIAL		9/6/2020	BILLING
3756306	LEAK-Im currently experiencing high water bills due to something in my home	1/17/2020	2/13/2020	Case is Dismissed in Part	Customer can send a copy of the repair bill once leak is fixed for a one time leak adjustment on the highest bill. Customer needs to have a plumber identify the issue that is causing the high water bills ; the endpoint extraction clearly shows higher than normal usage. Customer would not agree to a payment arrangement. Bill correct; customer does not agree with the estimate back bill when customers usage is higher per month since the new meter was installed	5/28/2020	LEAK
3757703	BILLING-I have paid 13.79 for water a month since I moved into my house 17 months ago	3/2/2020	2/27/2020	Verbal Close	A payment arrangement can be set up for the back bill. Equipment failure creating zero usage; it was fixed and the previous unbilled consumption was billed.	6/22/2020	BILLING
3758060	BILLING-Cu called co in 2018 about getting low bills, stated something is wrong with the meter	6/2/2020	2/3/2020	Verbal Close		6/18/2020	BILLING

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3759828	PRESSURE-Suez Water has contracted E&K	2/21/2020	3/24/2020	Verbal Close	Because this issue is inside the home, company recommends the customer get a plumber to investigate and correct the low pressure issue. Company is willing to work with the customer to resolve the billings. The billing would have been easier to resolve if the account was established in July 2019 instead of 6 months later.	6/30/2020	PRESSURE
3759842	BILLING-Cu is disputing a high bill	2/24/2020	3/24/2020	Verbal Close	Customer informed the PUC her water no longer had a strong chlorine taste. Water quality report indicates chlorine residuals were within typical ranges.	6/15/2020	BILLING
3763659	ODOR-The consumer says that her water smells like bleach	4/20/2020	4/23/2020	Verbal Close	Customer requested the case be closed. No report, company resolved the issue with customer.	4/24/2020	ODOR
3764936	TECHNICAL-The water lines inside my home started to hum loudly and vibrate	5/15/2020	5/20/2020	Case Closed by Cust	Company cancelled NSF fee for \$20. Issue has been resolved and payment posted.	5/20/2020	TECHNICAL
3766711	BILLING-I made an on-line payment of \$14.60 for my April water usage.	6/22/2020	6/26/2020	Verbal Close		7/23/2020	BILLING
3767274	DISCOLORED WATER-As of 7/2/20 4 houses on the 5000 block of Colorado Ave, Lower Paxton Twp. have had discoloration	6/7/2020	7/20/2020	Verbal Close	66 PA: 1501 No other reports of discolored water since this incident.	8/20/2020	DISCOLORED WATER
3767575	Service issue customer is disputing if she is responsible for water connection for line or another line.	9/7/2020	6/8/2020	Case closed.	Customer has service line leak between curb box and residence. Per company tariff this is the customer's responsibility.	7/8/2020	LEAK
3769757	BILLING-HIGH BILL Dispute: Cu disputing \$85.10 current billing charge	8/17/2020	9/14/2020	Decision Issued	Bill Correct: Customer received a bill 7/14/20 for \$85.10. Customer's bill was higher in July because his prior billing in June was estimated too low.	10/15/2020	BILLING
3771110	BILLING-18 - High bill dispute. The customer is disputing the bill for 376.54 from the month of Sept	9/9/2020	9/30/2020	Case Dismissed	Meter tested accurate. The meter readings are actual readings and the meter did not fail.	6/11/2020	BILLING
3771772	N/A-Customer is disputing that landlord is using their water to water her plants	9/21/2020	12/10/2020	Case Dismissed	Customer can have the meter tested as well. This is a tenant/Landlord issue and the company request this case be dismissed.	10/29/2020	N/A-Not a company issue
3772491	LEAK-Cu has had leakage and basement flooding since the co moved pipes that moved to his old pipes	5/10/2020	4/11/2020	Verbal Close	Company has no part in the repair of the service line to the home. Customer had insurance to repair the service line twice.	9/12/2020	LEAK
3772969	BILLING-18 - High bill dispute. The customer is disputing the bill from the month of September 2020	10/14/2020	11/13/2020	Decision Issued	Customer claims that a backflow preventer is not needed and should not be at his expense. Company has witnessed backward flow for several years.	11/19/2020	BILLING
3773398	Cu stated she and a neighbor submitted requests for FC at the same time. Cu did not receive a response.	10/22/2020	xx/xx/xxxx	Formal Complaint Notice	A complaint that they did not receive a response from us. No complaint filed back in July.	xx/xx/xxxx	inquiry to FC
3773464	DISCOLORED WATER-We have been having water clarity issues	10/23/2020	11/23/2020	Dismissal Letter Issued	Flushing credit offered for customer to flushing their internal line. No work done in the area to cause discoloration. Asking customer to contact the company immediately to investigate and flush the lines if needed to alleviate the issue. If needed testing of the water can also be done.	10/12/2020	DISCOLORED WATER
3773763	BILLING-Customer paid Sept. bill for \$26.27 and Oct. bill for \$36.49 by money order and co never received	10/29/2020	11/25/2020	Verbal Close	Payments were received and processed on 10/30 and 11/10; balance zero. No penalties were applied during Covid.	2/12/2020	BILLING
3774697	Billing: High bill Customer bill is \$88.81 with \$15.00 service fee and \$21 insurance	11/13/2020	11/12/2020	Verbal Close	Customer advised to contact a plumber. Two reports submitted with this response show that there is hourly consumption and indicates that something is running inside the home; possibly-a toilet.	12/15/2020	BILLING
3775202	Service: Suez moved and placed water meter; compensation of repair and water leakage	11/19/2020	12/16/2020	Dismissal Letter Issued	Leak started several months after the meter pit and sidewalk were installed. Leak was somewhere on the service line and not at the connection to the meter or pit.	1/27/2021	SERVICE
3776250	Billing: Issue: Cu says the bills are incorrect	10/12/2020	8/1/2021	Dismissal Letter Issued	The billing is correct at the commercial laundromat was being underbilled. When this was corrected, the laundromat experienced higher water bills.	1/14/2021	BILLING

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2021	Service: Back in the summer Suez was putting in new water meters and new water main lines in our dev.	12/15/2020	1/14/2021	Verbal Close	Restoration is complete. Company did their part to restore the property once the ground settled. Some of the work by the township may have been done after the complaint filed.	1/28/2021	SERVICE
3777618	We pay our water bill on line thru the company ebilling for Suez Water. This is the second time in the last 3 months they have taken multiple payments out of our bank account for the same payment	8/1/2021	1/20/2021	Verbal Close	Refund issued on overpayment. No issues with the online payment system; company has found that some customers hit the submit button more than once which causes multiple payments Plumber onsite for repairs of a leak. The meter was not overbilling the customer. The consumption was captured accurately and the increase in consumption was a leak	1/29/2021	Billing/Payments
3777673	For almost 2 full years, I have been paying water bills that range from \$70 to \$160. The property is rented and has a kitchen, 1 bath, and a washer. On October 12, 2020 I noticed water spraying from my hot water heater and immediately turned off the water on the inside unit at 771 Old Silver Springs Rd; the following day Dirk Johnson replaced the water heater and I meadiately forwarded the invoice	11/1/2021	8/2/2021	Dismissed	The meter test results passed as accurate and the first endpoint extraction showed a leak. The meter performed as it should. The meter test results passed as accurate and the first endpoint extraction showed a leak.	2/24/2021	Billing
3778495	18 – High bill dispute. The customer is disputing the bill for 395.00 from the month of March 26th-April 28th 2020. The charges were for 32,800 gallons of water.	1/27/2021	2/26/2021	Case Dismissed	The bills and balance are correct. There was something running. The person on this complaint was not living at the property, they live in Florida	3/16/2021	Billing
3778842	Water pressure has been decreasing once or twice a day, lasting one to two hours, since January 2nd. I checked with 2 neighbors, they are having the same problem.	1/29/2021	1/3/2021	Verbal Close	Pressure issue resolved; company made changes to operation and fixed two leaks. Data supports billing is correct. Customer was set up incorrectly and was not being billed correctly. That was corrected. Billing is correct	3/17/2021	Service/Pressure
3779114	Cu stated charges have gone from \$80 - \$380 monthly. Business is a laundromat, currently closed Service was interpreted without notification causing downtime and loss of product to our manufacturing process. We have communicated with Suez starting in November but there has been no resolution	2/26/2021	3/22/2021	ommercial - Reported on PUC #377625	and supporting data provided.	1/14/2021	Billing
3779792	Customer found sediment in the water and the water is light tan. Customer wants the issue resolved	2/15/2021	12/3/2021	Verbal Close - Industrial	This Industrial Customers issue is in the hands of the insurance company Company to provide treatment to rid the system of manganese and iron deposits. This will improve the water quality	3/19/2021	Service
3780912	Billing Dispute Customer is disputing the payments for 23.55 and 21.74 was not processed on the account. Customer stated the check numbers for February and March of 1219 and 1123. Over billing, started in 10/23/20 charged \$48.01 on 11/24/20 billed \$157.51 on 12/23/20 billed 315.92 on 2/24/21 billed 624.55 and on 3/31/21 billed 764.83	3/15/2021	8/4/2021	Verbal Close	Autopay is now functioning for customer; numerous auto pay forms were mailed to customer. All payments are accounted for and processed correctly leaving the customer with a \$21.74 credit.	4/28/2021	Billing/Payments
3784563	Billing dispute. Customer established service on 1/24/2020. The company claims that the customer hyas been underbilled on a broken meter and a make-up bill will be issued for 59,200 gallons	6/4/2021	4/15/2021	Verbal Close	The endpoint was reprogrammed to the 1 gallon resolution. Customers high bills were also the result of a customer side water leak.	5/5/2021	Billing
3784730	18 – High bill dispute. The customer is disputing that co only took off 50% of the highest bill. Customer had a main water leak on her property and it caused her bill to increase in Nov. Dec. and January; the customer gave a reduction but customer also received higher increase from sewer.	7/4/2021	4/23/2021	Verbal Close	Backbilling completed in accordance to regulation 56.264.	1/11/2021	Billing
3785403	Due to water line damage (that we believe was caused by Suez) we had astronomical bill for February. We had to pay almost \$6k to have water line fixed. We applied & were approved for leak adjustment	4/15/2021	11/5/2021	Complaint Dismissed	A leak in the service line between the meter and the customer' s house. One time courtesy leak adustment applied and payment arrangements can be established on the outstanding balance. A leak adjustment was applied and the customer was refunded the difference. Service line leak was not caused by company. Leak did not happen until late winter 2021. One time leak adjustment was issued.	6/29/2021	Billing
3786549	Customer received a bill from company shows 0 reading for the last 3 months. Customer received a bill for \$338.53 showing that he used 35,800 gallons of water for the Month of May.	4/28/2021	5/26/2021	Case Dismissed	Customer informed that we would follow PUC guidelines to determine a back bill; this is based on the meter reading zero Company billed for previously unbilled usage in accordance to the regulation	6/24/2021	Leak
3790746		4/6/2021	2/7/2021	Decision Issued		7/20/2021	Billing
3790741		4/6/2021	2/7/2021	Verbal Close		7/21/2021	Billing

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3791616	Customer states that he is disputing his monthly bill. Customer states that his monthly bill is usually around \$40 to \$70 monthly. In May his bill for 1 meter escalated to \$231 from L& 77.00 and the bill for the other meter escalated \$112.00 from \$44.00	6/14/2021	12/7/2021	Verbal Close/Dismissed	Company provided two endpoint reports for unit 4 and 5 showing that there was hourly consumption for several days up to May 10th 2021 when consumption went back to normal Company is working with the customer to remedy the situation. Flushing credits were given. Water samples taken and results provided. Flushing of the system was done to eliminate the discoloration.	7/30/2021	Billing
3793293	Customer states that he is getting dirty water in his home for more than a year. Customer states that a 6 inch cast iron pipe needs to be replaced 18 - High bill dispute. The customer is disputing the bill from the month of March 2021. On March 1, 2021 we received an invoice from Suez in the amount of \$1,427.2. By check dated March 12, 2021 we paid the amount owed	6/29/2021	7/28/2021	Complaint Dismissed	Missing payment was applied to the customers account. According to the data and meter reads, the reads are accurate and show that water flowed through the meter. It is recommended the customer contact a plumber	8/25/2021	Service/Water Quality
3794065	18 - High bill dispute. The customer is disputing the bill from the month of June. The bill usually average 28.98 which was for the month of May. The bill jumped up to 208.60	7/7/2021	5/8/2021	Verbal Close	Company agreed to split the back billing with the customer and an adjustment is being applied to the account.	8/13/2021	Billing
3794795	18 - High bill dispute. The customer is disputing the bill from the month of...Customer called regarding a high bill that was from a 29th month period. The meter was only charging a service amount of \$13.70 a month.	7/13/2021	11/8/2021	Verbal Close	Tariff outlines the charge for service. Customer has a 6 inch fire line and the monthly charge is correct. Company provided notification of flushing for a large area in Lower Paxton Twp, which included this customer.	8/19/2021	Billing
3795405	Cu disputes the difference in charges for Fire Protection (122.08 compared to their home charge of 47.97 on their water bill when they are told that they only have to supply enough pressure/flow for potable water.	7/19/2021	8/17/2021	Verbal Close	Pressure to the residence is acceptable at 110 psi; a plumber may be needed if the low pressure is still an issue Company updated the correct cell phone number moving forward. Records attached show numerous contacts regarding repairs, shut downs and the impact of the shut down. Customer contacting the company for a payment arrangement. Customer was contacted 3 times before an account was established. Company could not shut off water due to COVID-19. The only course of action was to post the property. Company is working with DEP on a permit to start the interconnect project which will bring an improvement to the water quality for this water system. Company purchased January 2020 The patch where the company conducted the work has been paved and the sealing around the patch is scheduled to be completed by the end of the month. Cracks, pits and chipped asphalt that extended down the entire length of the driveway were not caused by the company. Photos show the condition of the driveway prior to construction.	8/19/2021	Billing
3795733	I would like an approximated 2-day window when they are flushing water tanks. The utility contradicts itself precise two week period when speaking to a CSR and on website.	7/21/2021	8/20/2021	Verbal Close	Customer contacted the company for a payment arrangement. Customer was contacted 3 times before an account was established. Company could not shut off water due to COVID-19. The only course of action was to post the property. Company is working with DEP on a permit to start the interconnect project which will bring an improvement to the water quality for this water system. Company purchased January 2020 The patch where the company conducted the work has been paved and the sealing around the patch is scheduled to be completed by the end of the month. Cracks, pits and chipped asphalt that extended down the entire length of the driveway were not caused by the company. Photos show the condition of the driveway prior to construction.	8/25/2021	Billing
3796859	On July 1st our neighbors notified us that York Excavating had been digging in our front yard earlier that morning and were claimed that our water bill was astronomical because there had been a leak. We were unaware that there was anything going on and later that night when flushing the toilet there was debris coming up through our pipes and our water pressure was greatly decreased.	7/30/2021	8/26/2021	Verbal Close	Company completed the project as planned. No further action required.	8/26/2021	Service/Water Quality
3798204	Cust stated for the past 5 months, due to working being done by the company, cust. will go without water, cust. stated sometime I could last half the day and never notified of shut off.	10/8/2021	8/31/2021	Verbal Close		2/9/2021	Service
3799900	Dispute - customer said he received a term notice randomly for needing to provide application information. The customer called in to provide that and they told him the termination was cancelled but that he is responsible for \$900 that acquired in the last 2 years.	8/20/2021	9/15/2021	Verbal Close		6/10/2021	Service
3799842	Service Issue customer is disputing the water is not drinking water. Customer stated the water can not drink from because it is muggy.	8/20/2021	9/15/2021	Verbal Close		9/28/2021	Billing
3800358	Customer complained that Suez workers removed a 25 ft x4 ft section of asphalt from her driveway to rectify the leaking from her neighbor across the street on Nov 23rd 2021. Cust stated that prior to Suez commencing the work she just top coated her driveway with new asphalt Legislative referral - Suez is repairing approximately 15 curb stops in a condominium complex at 5813 Hidden Lake Drive. The company is digging up the curb stops and filling the areas in with stones	8/24/2021	9/17/2021	Verbal Close		1/11/2021	Service/Water Quality
3800626	Customer complained that Suez workers removed a 25 ft x4 ft section of asphalt from her driveway to rectify the leaking from her neighbor across the street on Nov 23rd 2021. Cust stated that prior to Suez commencing the work she just top coated her driveway with new asphalt Legislative referral - Suez is repairing approximately 15 curb stops in a condominium complex at 5813 Hidden Lake Drive. The company is digging up the curb stops and filling the areas in with stones	8/25/2021	9/24/2021	Case Dismissed		10/18/2021	Service
3801029	Customer complained that Suez workers removed a 25 ft x4 ft section of asphalt from her driveway to rectify the leaking from her neighbor across the street on Nov 23rd 2021. Cust stated that prior to Suez commencing the work she just top coated her driveway with new asphalt Legislative referral - Suez is repairing approximately 15 curb stops in a condominium complex at 5813 Hidden Lake Drive. The company is digging up the curb stops and filling the areas in with stones	8/27/2021	9/24/2021	Verbal Close		9/24/2021	Service

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3806098	18 Customer says about 18 months ago her billing started to come in a little low. 4 months ago customer received 800.00 billing. When contacting company customer was told that meter was probably not reading right because some squirrels probably got in and mess with wires. Customer is disputing company not contacting about low reads before 18 months and now billing of catch up.	9/29/2021	10/27/2021	Case Dismissed	Adjustment made towards the bacbilling; Ert/wire issue. Company extended a pay plan of \$20 per month	11/18/2021	Billing
3817279	There was a main line break on 12/24, on the street and the garage was filled with 18 feet of water. Company was working on the pipe for 3 weeks in the street, water damaged the driveway, garage entrie first floor of living damaged	12/28/2021	xx/xx/xxxx	Verbal close pursuing a formal Comp	Complaint closed verbally; customer wanted to pursue a Formal Complaint	6/1/2022	Service
3817016	The cusotmer is disputing Suez Water's policy of making phone calls and leaving voicemails to notify consumers of a planned water shut off affect his neighborhood on 12/16/21. The customer states that the policy does not provide consumers satisfactory notice as many consumers no longer have landlines and use cell phones	12/22/2021	1/20/2022	Case Dismissed	Customer updating their cell phone number for future calls and text; company previously contacting a landline that was answered. Our Notify system will then call, text, and email this customer with important timely updates.	1/2/2022	Service
3813286	Dispute - customer said that she had a leak occur which caused her bill to skyrocket up. she called the company and on Oct 20th spoke to a worker who told her that if she got the leak stopped they would reduce the charges of the bill. After she got the leak stopped she called back about her bill and the company told her they can reduce the amount by \$25. The cust feels that is unacceptable.	11/15/2021	6/12/2021	Verbal Close	Upon receipt of a repair invoice the company will adjust 50% of the excess leakage on the highest bill only. Company processd the refund immediately upon haeearing about the overpayment. Delays can happen when 4 different people need to approve. In addition, caution is also taken as to not do a refund before the customer is able to stop payment with their bank	12/22/2021	On PAR/Billing Dispute
3812773	I paid my bill in the amount of 33.58 and accidently entered \$3,359.00 which was transferred from my bank to Suez. I contacted Suez on 11/8/21 and spoke with Tom who confirmed my payment was received and posted.	9/11/2021	2/12/2021	Dismissal Letter	Company refutes customer's complaint. Company made all the proper contacts needed to assis customer with making a timely payment to avoid shut off.	1/24/2022	Payments
3812705	The company shut customer off in October and customer paid balance to have service reconnected. Customer wants her reconnection fee credited back to account since she did not get shut off notice or anything stating her services would be discontinued.	9/11/2021	1/12/2021	Verbal Closed		12/15/2021	Service
3812474	18- High bill dispute. The customer is disputing the bills from the month of May, June, July, August, September. Meter was reading zero in those months, company states he used ten thousand gallon of water during thos months. Cust would like to know if the utility is taking the right steps	8/11/2021	1/12/2021	Verbal Closed	Backbilling bill is accurate. and rebilled in accodance to regulation. .	12/15/2021	Billing
3812208	I am disputing my bill from May 2021 to August 2021. My meter stopped working sometime in May, 2021. Suez is retro-billing me for \$143.93 in water charges. My bills for May, June, July, August are based on an estimated usage of 3,225 gallons per month.	5/11/2021	11/30/2021	Case Dismissed	Make up bill in accordance to 56.14. Company contacted customer to resolve the billing issue. Customer was satisfied with resolution..	1/13/2022	Billing
3811599	Customer purchased two lots there is a water line in the front of the property there is also a fire hydrant there as well as the company will not let him hook into the water main already there; instead they are requesting he extend a waterline across the front of the property	3/11/2021	3/12/2021	Case Dismissed	Company will go ahead with the new service from the main that partially fronts the new combined property.	12/15/2021	Service
3809632	The leak has been fixed and a leak adjustment provided. Company had made several communication attempts that went unanswered for nearly 7 months.	10/21/2021	11/19/2021	Case Dismissed	Customer is going to reach out to company to change the checking account routing number.; company will assist with the change of their payment banking., Customer will also assist the customer to create an online account and make these changes themselves.	4/1/2022	Billing
3809461	18- High bill dispute. The customer is disputing the bill from the mont of 8/2020 until 11/6/2020 for \$14,727.85. Customer is disputing the 3/2021 bill for \$1,946.87 wihit no explanation	10/20/2021	11/15/2021	Verbal Close	Endpoint resolution corrected: Company made resolution correction from 2 digits to 3 digits on the endpoint equipment. All bills were accurate.	11/29/2021	Billing
3808435	Dispute - customer wants to change banks and close out his old bank account. He is trying to call the utility company to inform them to close out that bank info (has auto -deduction) but he is unavle to reach anyone there.	10/14/2021	11/11/2021	Verbal Close			

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2022	3806764	Customer is disputing that co is billing her more for water and are saying the meter was not working. The tech came out last week or so and found the meter was broke	4/10/2021	10/29/2021	Case Dismissed	The Ert/endpoint wire was fixed. It wasn't making good contact with the meter. Once the wire made connection a good reading was attained.	11/23/2021	On PAR/Billing Dispute
	3818630	I am disputing my Suez water bill in the amount of \$374.42. Suez claimed that the meter was not working for the months of August., September and October.	1/19/2022	2/18/2022	Verbal Close	Company adjusted off the backbill for leakage/water running because customer had no prior knowledge as bills were reading zero consumption. Custome rsatisfied.	3/16/2022	Billing
	3819087	Billing Dispute # 18 The Cell Phone Number (570) 262-2182 has been allowed to be shared	1/25/2022	1/27/2022	Verbal Close Dispute Dismissed	56.14 - Billing corrected on the meter mix up; The consumption billed to customer in the rear apartment is their consumption. Any leakage that appeared in billing was adjusted and a pay plan was offered for 60 months	1/28/2022	Billing
	3820066	For the past three weeks I have had discolored water	7/2/2022	4/3/2022	Verbal Close	Company proided customer with a 2,000 gallon flushing credit for any increase in water consumption. one customer reported activity at the fire station at the beginning of the discolored water	7/3/2022	Water Quality
	3821492	Customer says on 2/16/2022 tech came to home to do a check because billing was high	2/24/2022	3/17/2022	Verbal Close	Customer leak was confirmed by company endpoint data. Customer confirmed they had a leak. Comany will provide a one-time leak adjustment once repairs are completed and an invoice provided.	3/25/2022	Billing
	3822200	18 - High bill dispute. The customer is disputing the bill for 430 plus because th eco said the meter has not been working since Nov or Dec 2020.	3/3/2022	3/25/2022	Case Dismissed	Company calculated back billing accurately and in accordance to regulation. Company will provide a monthly payment arrangement.	4/4/2022	Billing
	3823217	18 - High bill dispute. The customer is disputing that the co turned off the meter reader in July 2021 and now they are trying to bill her for usage they are saying she owes	3/14/2022	12/4/2022	Case Dismissed	The meter failed and the back bill was calculated according to regulation. A pay plan is available for the customer if needed.	5/13/2022	Billing
	3824239	Customer disputing bills of May 2021 to current Service ON. Cust states that the utilities meter stop working in Feb. 2022	3/22/2022	4/20/2022	Verbal Dismissal	Company made changes to this account premise to reflect 2 units on one meter. The account is in the owners name. Laurie Swank no longer has a balance and the billing was cancelled.	4/21/2022	Billing
	3826545		1/4/2022	4/29/2022	Decision Issued	Company issued a credit of \$57.02 for correction on the make up billing.	5/20/2022	Billing
	3827830	48 - Customer said Company did work in the area on 3/25 and stated water was discolored and taste like chlorine	6/4/2022	6/5/2022	Verbal Close	Water quality analysis was completed. The chlorine residual was 0.90 mg/L; typical of the area and well withing the regulatory limits.	5/20/2022	Water Quality
	3839551	18 - High bill dispute. The customer is disputing the bills from the month of April 2022 in the amount of \$1,100	5/18/2022	6/14/2022	Decision Issued	56.1 - conservation credit of the rebilling to be given. Payment arrangements offered on the back billing based on the cut wire	7/22/2022	Billing
	3842386	Suez replaced my water line and installed an exterior water meter and there was a leak	3/6/2022	6/30/2022	Verbal Close	Customer has filed a civil law suit and the PUC has limited jurisdiction over this service issue.	7/20/2022	Service/Leak
	3844096	18 - High bill dispute. The customer disputing the \$300 bill from the months of April, March & May 2022.	6/13/2022	12/7/2022	Decision Issued	PUC has jurisdiction over this commerical account with residential end use. Make-Up bill authorized in accordance to 56.14 and 65.9	12/9/2022	Billing
	3851864	Customer complained that she had 2 different account balances from SUEZ \$400.00 and \$824	7/20/2022	4/8/2022	Verbal Close	Customer has had several pay plans, each broken. Customer was given information for LIHWAP. There has always been one balance which is at \$915.60	8/17/2022	Billing
	3856320	Customer reported he had Suez Water company. He called to pay his bill and was informed that Veolia bought out Suez. Customer paid the bill, then on his account it says that he paid his Suez water bill then after that he got another bill from Veolia.	9/8/2022	5/9/2022	Verbal Close	Billing correct. No duplication of billing. SUEZ and Veolia mergeed. All bills afterwards show Veolia; Zero balance	4/10/2022	Payments
	3861324	I had an exterior water line leak. The leak was reported as soon as I identified it to HomeServ on 7/20/2022. Contractor repaired leak on 8/5/2022. My monthly bill was 785.06 due to the leac.	8/31/2022	9/29/2022	Verbal Close - Case Dismissed	Company provided a one-time leak adjustment.	6/10/2022	Billing/Leak

BCS #	Complaint	Complaint	Responded	Special Remarks	Action Taken	Date Closed	Category
3867223	18 – High bill dispute. The customer is disputing the bill from the month of Sept. 2022. I have lived at the residence since 2019. I have always paid my bill on time with no issues. In August 2022 I received the first notice stating that my water was going to be shut off as Veolia needed to change something. Customer is disputing company attempting to terminate water service prior to vacating the property. Customer say property was sold to PennDot for their expansion project and business is scheduled to move on 10/28/2022	9/26/2022	10/10/2022	Decision Issued	The termination of service for non-access was authorized under 56.81. The make-up bill was authorized under 52 Pa. code 56.14. Company offered a 50% reduction in the amount of the back bill.	12/14/2022	Billing
3869353	18 – High bill dispute. The customer is disputing the bill from the month of September- October. Customer moved into this apartment in July 2022. A pipe had burst underground causing her to have a bill of \$507.93. Company repaired pipe and adjusted bill	4/10/2022	10/31/2022	Verbal Close	Cust reports that the nonprofit has now moved and the issue has been resolved and agreed to close.	11/23/2022	Service/Termination
3871437	18 – High bill dispute. The customer is disputing the bill from her previous address account. Customer said she moved about a year ago (Oct 2021) closed water account and paid final bill. Approximately 8pm on 11/19/22 our water service was disrupted. I attempted to call the emergency contact number of 888-299-8972 and spent 20 minutes, 55 seconds on hold before being disconnected.	10/13/2022	3/11/2022	Case Dismissed	Usage valid, leak repaired. company issue leak adjustment for \$285.56.	11/30/2022	Billing
3876159	Veolia Water has not communicated with its customers affected by the water main break on 11/19/2022 located at Colonia Rd & Rt 39 (Linglestown Rd) Harrisburg. I was unsuccessful reaching a live representative to answer questions. No advisories were issued during the event:	4/11/2022	2/12/2022	Case Dismissed	The customer balance was transferred in accordance with PA Regulation. Cust is responsible for the disputed \$29.11 balance.	12/20/2022	Billing
3878716	I am writing regarding the water main break on Colonial Rd/Linglestown Rd. On 11/19, I lost water pressure that same evening and tried to contact Veolia to see if there was a problem in the area. After being on hold for 20 minutes I gave up. My ring doorbell camera had a message from aonter homeowner asking if anyone lost water pressure. Somone near Colonia road sent a message thru NexDoor that there was awater main break.	11/21/2022	xx/xx/xxxx	arbal Close- Cust Reports issued resolv	Cust reports that the issue has been resolved and requests that the case be closed.	11/23/2022	Service/Leak
3879110	2023	11/22/2022	xx/xx/xxxx	bal Close Cust has spoken to the Comp	Cust states he has spoken to company and they are going to update their website. case closed.	11/23/2022	Service/Leak
3879378	18 – High bill dispute. The customer is disputing the 736.40 bill from the month of . Customer disputes receiving charges attached to her balance from an address where she previously resided (Jeremiah Boyer was tenant - 141 N Maine St)	11/28/2022	12/27/2022	Dismissal Letter Issued	Company provided notice of main break. Complaint closed without decision.	1/20/2023	Service/Leak
3881053	18 – High bill dispute. The customer is disputing the bill from when the meter stopped working. The water meter on my residential property stopped working last year unbekownst to me.	12/14/2022	1/17/2023	Verbal Close	Transferred balance was valid. Company offered PAR.	1/19/2023	Billing
3881335	BILLING DISPUTE: Today I received my water bill which is extremely high. I have been living in the house for over 15-months. I live in a new house alone. I only used the toilet in my room.	12/19/2022	1/17/2023	Decision Issued	customer is eligible for PUC ordered conservation credit of 10% of rebilled amount.	2/2/2023	Billing
3882106	I have had many complaints with the water company. Frozen Meter issue.	12/29/2022	1/24/2023	Case Dismissed	Bills based on actual meter readings and are correct as rendered. Leak repair offered with submission of repair receipt.	2/13/2023	Billing
3882222	Our water pressure in our house is low.	3/1/2023	3/1/2023	Decision Issued- Sustained in part	163 (1) & 191 c (2)Termination was valid. Frozen meter charge is in accordance with company tariff. Affirmed Company position that customer will need to contact a certified plumber to adjust the PRV on the customer side of the meter.	5/1/2023	Billing
3882599	The customer stated that the Company recently installed a new main water line in the area which caused the increase in water pressure to the house.	5/1/2023	1/2/2023	Dismissed	No increases of pressure in the area and if customer has an increase in their home, it is due to thermal expansion; which is why company urged customer to put in a thermal expansion tank.	2/27/2023	Service
3891539	Cust states that a technician from the utility came to the home unannounced to check the meter.	2/3/2023	3/27/2023	Dismissal	Customer has a service line leak. Veolia PA advised the customer to have the leak fixed as letting the water run could create damage to the customer's property and is wasting water in large amounts.	5/25/2023	Service
3891568		2/3/2023	3/27/2023	Dismissed		12/6/2023	Leak

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3892120	Customer is disputing company leaving a term notice on the door for a meter inspection and did not ring doorbell when placing the notice.	7/3/2023	6/4/2023	No decision	Customer was told that if he put in a meter pit, the door hanger to gain access would go away. Meter pit was installed after company representative visited the property and advised that the meter pit was the best option.	5/15/23	Service
3893447	Cu has not have a working mete for 6 months and the meter was just removed on 3/14/23.	3/16/2023	11/4/2023	No decision	56.1, 65.9 (c),65.8(d) (2), & 56.163 (1) The bill is correct; customer billed for previously unbilled usage.	5/15/2023	Service
3894218	Problem with meter in Unit 5 and 7 of rental property.	3/22/2023	4/21/2023	Dismissed	Company will do a one-time leak adjustment on the highest bill. Company will also do a pay plan for the balance (the bills should be much lower and easier to maintain a pay plan).	6/15/2023	Billing
3902651	18 – High bill dispute. The customer is disputing the bill from the month of.	4/19/2023	5/17/2023	Verbal Close		7/20/2023	Billing
3903420	I received an email from Veolia stating its subcontract's water meter failed and Veolia is going to extrapolate from a 15 day period to back bill me for apparent undercharges.	4/20/2023	5/20/2023	Dismissed	163 (1)The Company rebilled the account in accordance with regulation. 56.163 (1) Customers service is bak on. Company provided proper notice. Company acted within right to terminate service. Customer responsible for total account balance of \$198.95 as of 05/10/2023. PUC PAR: Level 1, Budget 63.20 + 4.00 = 67.20 beginning Jun 2023 due date.	7/21/2023	Billing
3907440	Customer stated prior to termination, no notice was received. Since Veolia forced me to pay for faulty equipment back in December I have been on a payment plan.	4/5/2023	10/5/2023	Dismissed in part.	The pending termination was voided, and the payment arrangement was reinstated.	5/23/2023	Termination
3917537		6/15/2023	6/16/2023	Decision Issued - Case Sustained		6/29/2023	Billing
3917579	Our neighborhood has been subjected to dirty water issues.	6/15/2023	7/15/2023	Verbal Close	Informed customer that the company does strive to provide the most up to date communications but is sometimes made aware of issues only by customer reports and encourage customer to report any further issues. Customer was satisfied Company took the steps to help reduce any confusion and/or concern regarding National Metering and their participation in changing the meter reading endpoint device.	10/18/2023	Water Quality
3920095	Received a postcard from an unknown company wanting me to call them so they can change my meter.	6/27/2023	7/27/2023	Verbal Close	The Company may bill the customer for any water usage that passed through the meter.	10/24/2023	Service
3923659	April 2022 747 Garden Dr caught fire. All utilities were shut down in the entire building.	12/7/2023	11/8/2023	Decision Issued - Case Dismissed		3/1/2024	Billing
3927619	18 – High bill dispute. The customer is disputing the \$300-\$400 bills from Jan-July 2023.	7/25/2023	8/24/2023	Dismissed	Commercial account. Case dismissed	5/10/2023	Billing
3927651	18 – High bill dispute. The customer is disputing the \$300-\$400 bills from Jan-July 2023.	7/25/2023	8/24/2023	Dismissed	Commercial account. Case dismissed	5/10/2023	Billing
3927666	19 – High bill dispute. The customer is disputing the \$300-\$400 bills from Jan-July 2023.	7/25/2023	8/24/2023	Dismissed	Commercial account. Case dismissed Customer has prior PUC PAR that has not been satisfied. Customer has missed several payments and has not paid a full payment since.	5/10/2023	Billing
3927827	18 – Billing dispute. Customer is disputing termination notice. Customer had advised water company that there was a payment coming from LIHWAP last week.	7/26/2023	8/25/2023	Dismissed	Termination notice was valid. PUC explained: The door hanger is standard operating procedure for utility companies. Company made adjustment to cover the leakage. Issue resolved.	11/14/2023	Billing
3935124		8/17/2023	9/18/2023	Verbal Close	Company corrected 3 high bills due to faulty endpoint. Issue resolved.	10/18/2023	Payments
3937283	Water Leak - Company is not responding to issue. Customer has been receiving incorrect billing amounts since June.	8/25/2023	9/24/2023	Verbal Close		10/30/2023	Leak
3941721	Billing Dispute-cu reports company changed meter and advised meter stuck, and cu was to be/was rebilled for previously unbilled usage from 9/2022 to 8/2023.	9/13/2023	10/13/2023	Verbal Close			Billing
3941744		9/13/2023	10/13/2023	Verbal Close	Customer will pay \$350.00 followed by two payments of \$175.00. Customer satisfied. Customer confirmed the company placing his acct on a PAR and stated he would pay the billing.	10/27/2023	Billing
3941750	Customer says he was notified that his meter was not working for over a year and was sent 3 bills, one as high as \$300.00..	9/13/2023	9/14/2023	Verbal Close	Company will split the back billed amount in half, lower the PAR and keep it at 26 months. Veolia Cares paid for leakage. Customer moved out. Balance is zero.	9/14/2023	Billing
3943991	Billing Dispute- On September5, I received 22 different emails regarding my bill for Veolia.	9/21/2023	10/21/2023				Billing
3944328	18 – High bill dispute. The customer is disputing the \$271.34 bill from the months of August-September1.	9/25/2023	10/25/2023				Billing
3944719	OFF- The customer states that her service was terminated on 9/23/2023 customer states no one called or emailed that her service was being terminated.	9/25/2023	9/26/2023	Dismissed	56.163(1), 56.191 (C)(2)(I) Termination was valid. Cust's service restored with med cert.	9/27/2023	Termination

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3949242	Billing Dispute- Bill includes a flat standard service charge for each billing cycle.	10/16/2023	11/20/2023		Billing is accurate. Company suggested cust pay in advance or set up recurring payment .		Billing
3955074	Customer had Veolia come to property and replaced 3 lines on property and tore up parking area where customer parks to get into home.	11/14/2023	12/14/2023		Complaint was satisfied. The parking area was fixed and in better condition than it was previously.		Service
3959103	18 - High bill dispute. The customer is disputing the bill for \$393.67 since the company replaced the meter in November 2023.	12/14/2023					Billing
3959516	18- Billing Dispute: 7 yrs ago I purchased a home with a brand new well system.	12/19/2023					Billing