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MEMORANDUM FOR THE COMMONWEALTH OF PENNSYLVANIA-PUBLIC UTILITY COMMISSION

May 7, 2024

Re; Complaint in Pa. Public Utility Commission v. Community Utilities of Pennsylvania, Inc. Docket Nos. R-2023-3042804 (water) & R-2023-3042805 (wastewater)

I am a senior citizen, retired on a fixed income resident of "The Glen at Tamiment" for five years. The residents are almost all struggling to keep up with our bills to live here. Our small population in this township is not accurately reflected by the census for the county of higher income residents. We are certainly NOT number ten in the state for household incomes. We are most pained by this water rate increase and have no way out/alternative source.

This CUPA settlement proposal is unsatisfactory at best. The OCA recommended 4% less than this. CUPA asked for \$17.90 per 1000 gallons and was given \$18.00 per 1000 gallons!

We respectfully ask for a delayed base rate application no earlier than February 2027 so the company can successfully complete all of its Tamiment forecasted improvement projects and evaluate their effectiveness.

Having re-read many pages of testimonies and reflected on the two in-person experiences with the CUPa. Pennsylvania top managers I am deeply disappointed:

When I asked the entire present operations management team what were their measurements of successful water service standards for the customer I heard silence as they looked at each other. One person finally answered with a Fed. Std of 20psi...and so it went.

Few people call in with problems to be logged in because it has historically –"why bother" because they have such a low regard for the company's service experience.

Reviewing the entire testimonies reflected the company's responded with- essentially they have met all the government's required minimums with references to prove they have done the least for the customer but in compliance with the law and they are happy with that. AND they get paid the same profit % as winners! Lot's of homework to prove the science behind sustained minimum performance.

There is no indication Community Utilities of Pennsylvania has any unified goal to do the best they can to improve the customer experience and we are allowing our government to reward them for just staying alive. We-the Tamiment Customers- have no place else to go shopping for better providers.

I was recently reminded by a videoed speech given by Mr. Berkshire...**The customer remembers the experience** and that alone can bring them back with new and repeat business. CUPA will never achieve that positive image for its customers to brag about their service provider.

Respectfully,

Christ r. Nielsen IV