



Teresa K. Harrold
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June 6, 2024

VIA ELECTRONIC FILING

Ms. Rosemary Chiavetta, Secretary
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

**In re: Request for Approval of a Shut Off Agreement between
Pennsylvania-American Water Company and Hazleton City
Authority – Docket No. U-2024-3049044**

Dear Secretary Chiavetta:

In response to your letter dated May 24, 2024 attached for filing is Pennsylvania-American Water Company's responses to Data Request Set I, regarding the above referenced docket number.

Should you have any questions, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Teresa K. Harrold", with a stylized flourish at the end.

Teresa K. Harrold

cc: All Parties on the attached Certificate of Service (*via electronic mail*)
Paul Zander (*via electronic mail*)
Jeff Rockman, Hazleton Municipal Authority (*via electronic mail*)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Request for Approval of a Shut Off Agreement between Pennsylvania-American Water Company and Hazleton City Authority	:	Docket No. U-2024-3049044
	:	
	:	
	:	

CERTIFICATE OF SERVICE

I hereby certify that I am this day serving the above-referenced Responses upon the persons and in the manner indicated below, which service satisfies the requirements of 52 Pa. Code §1.54 (relating to service by a party).

SERVICE VIA ELECTRONIC MAIL ON JUNE 6, 2024

Patrick Cicero, Consumer Advocate
Office of Consumer Advocate
555 Walnut Street
5th Floor, Forum Place
Harrisburg, PA 17101-1923

NazAarah Sabree, Small Business Advocate
Office of Small Business Advocate
555 Walnut Street
1st Floor, Forum Place
Harrisburg, PA 17101

Alison Kaster, Director
Pennsylvania Public Utility Commission
Bureau of Investigation and Enforcement
400 North Street
PO Box 3265
Harrisburg, PA 17105

Respectfully Submitted,



Teresa K. Harrold, Esquire (PA ID #311082)
Pennsylvania-American Water Company
852 Wesley Drive
Mechanicsburg, PA 17055
Phone: (717) 550-1562
email: teresa.harrold@amwater.com

**Attorney for *Pennsylvania-American
Water Company***

**Public Utility Municipal Contract – Shut Off Agreement between
Pennsylvania-American Water Company – Wastewater Division and Hazleton
City Authority**

Docket No. U-2024-3049044

U-1. The Shut Off Agreement's (PUMC's) Section 2 specified that PAWC-WD shall pay the Hazleton City Authority (Hazleton Authority) all costs associated with water shut-off including clerical and labor expenses of Hazleton Authority employees. Please provide a breakdown of all services that PAWC may receive from Hazleton Authority under the PUMC and PAWC-WD's costs, in dollars, for each PUMC service (i.e., a rate schedule).

Response: The Authority charges \$31.45 per hour for its meter department employee to turn service on and off and a 40% overhead charge. The overtime rate will either be 1.5x or 2x the hourly rate.

Responsible Witness: Cheryl DiSanti, Senior Manager - Business Performance
Pennsylvania-American Water Company

Date: June 6, 2024

**Public Utility Municipal Contract – Shut Off Agreement between
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- U-2.** The PUMC’s Section 2 indicated that PAWC and the Hazleton Authority agree that the Hazleton Authority may recover certain costs, including estimated loss of water revenues, from property owners at the time of water turn-on. Please provide responses for each of the following.
- a. Provide a quantifiable basis on which the costs for estimated loss of water revenues costs will be calculated (e.g., the actual period of time during which the supply of water is shut-off in each instance and the average water revenue received by the Hazleton Authority for a like period of time during the year prior to such shut-off from the class of customer in each instance, as determined from the book and records of the Hazleton Authority); and
 - b. Quantify PAWC-WD’s anticipated annual expense for costs for estimated loss of water revenues, or state that PAWC-WD will not be charged these costs.

Response:

- a. Although the standard shut-off agreement includes this language, the Authority does not intend to seek to recover lost revenue for shut offs.
- b. See responses to U-2(a)

Responsible Witness: Cheryl DiSanti, Senior Manager - Business Performance
Pennsylvania-American Water Company

Date: June 6, 2024

**Public Utility Municipal Contract – Shut Off Agreement between
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Docket No. U-2024-3049044

U-3. Please provide a copy of PAWC-WD's 37-day notice to be sent to landlords pursuant to the PUMC's Section 1.B.i.

Response: See TUS-U-3_Attachment. Please note all customer information has been redacted.

Responsible Witness: Cheryl DiSanti, Senior Manager - Business Performance
Pennsylvania-American Water Company

Date: June 6, 2024

TIME SENSITIVE NOTICE:

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.

TUS-U-3_ATTACHMENT

IMPORTANT: 37 DAY SHUT OFF NOTICE

Please read and take the steps needed to avoid your service from being shut off.

PAY THIS AMOUNT \$4,927.90 PRIOR TO 05/14/2024

Payment on your Wastewater account is overdue. If payment is not received, your service may be shut off on or after 05/14/2024. Pennsylvania American Water Company has an agreement with your water provider to shut off your water service for nonpayment of wastewater. You can prevent termination of your Wastewater service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

TO STOP SHUT OFF, YOU MUST PAY THE AMOUNT OVERDUE OR THE AMOUNT PAST DUE ON THE MOST RECENT PAYMENT AGREEMENT. IF YOU ARE UNABLE TO PAY PRIOR TO THE SHUT OFF DATE, YOU MUST CALL US AT 1-855-669-8753 IF:

YOUR TENANTS WILL BE NOTIFIED

We will notify your tenants on or after 04/06/2024 that service will be shut off. At that time, we will also inform them of their rights under Pennsylvania law.

Pennsylvania law states that within seven (7) days of the date you receive this notice you must give us the names and addresses of the affected tenants, unless you pay the total past due amount or make satisfactory payment arrangements with us. You may have to pay liquidated damages to the utility of not less than \$500 for each day you do not give us this tenant information. Call us at 1-800-565-7292 or write to us at P.O. Box 2798, Camden, NJ 08101.

If we shut off your tenants' service, any installment plan may be considered in default and you may be required to pay the full amount due and a service charge of \$30.00 before service is reconnected."Please Note: We may not be able to restore your service until 5:00 p.m. the next business day.

TO FILE A COMPLAINT

To talk about your bill, please call us at the Customer Service Center number listed at the bottom of this letter. If after talking with us, you are not satisfied, you have a legal right to file a complaint with the Pennsylvania Public Utility Commission by calling 1-800-692-7380 toll free or by writing the Pennsylvania Public Utility Commission, Post Office Box 3265, Harrisburg, PA 17105-3265. The Pennsylvania Public Utility Commission may delay the shut off if you file the complaint before the shut off date.

CONVENIENT PAYMENT OPTIONS



Pay your bill online:
www.amwater.com/myaccount



Pay by Phone: 855-748-6066
24 hours a day, seven days a week
TTY/TDD FOR THE HEARING
IMPAIRED: 711 (and then
reference Customer Service
number listed above)



Pay in person: for a list of approved payment locations, visit www.amwater.com/myaccount

ADDRESS, EMAIL OR PHONE NUMBER CHANGE REQUEST

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this notice. Updates to your contact information can also be made through our online self-service tool, **MyAccount**. Access MyAccount from any electronic device by visiting www.amwater.com/MyAccount.

If you file a complaint within seven (7) days of the date on this notice, we will not notify your tenant(s) that we will shut their service off. Also, we will not shut the service off until the Public Utility Commission settles your complaint.

IN CASE OF SERIOUS ILLNESS

Let us know if anyone living at this address is seriously ill. We will not shut off your service during this illness as long as you do all of the following steps:

1. Contact us immediately to make arrangements for paying the past due bill.
2. Have a doctor certify by telephone or in writing:
 - a. The name of the person that is seriously ill
 - b. The kind of illness
 - c. How long the person is expected to be ill
 - d. The illness will be worse if you do not have service

**Public Utility Municipal Contract – Shut Off Agreement between
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Docket No. U-2024-3049044

U-4. Please provide a copy of PAWC-WD's 30-day notice to be sent to tenants pursuant to the PUMC's Section 1.B.ii.

Response: See TUS-U-4_Attachment. Please note all customer information has been redacted.

Responsible Witness: Cheryl DiSanti, Senior Manager - Business Performance
Pennsylvania-American Water Company

Date: June 6, 2024

TIME SENSITIVE NOTICE:

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.

TUS-U-4_ATTACHMENT

IMPORTANT: 30 DAY SHUT OFF NOTICE

Please read and take the steps needed to avoid your service from being shut off.

PAY THIS AMOUNT

\$396.93

PRIOR TO

05/15/2024

IMPORTANT NOTICE TO TENANTS

WARNING: YOUR WATER SERVICE MAY BE SHUT OFF ON OR AFTER 05/15/2024 BECAUSE OF NON PAYMENT OF SEWER. PENNSYLVANIA AMERICAN WATER COMPANY HAS AN AGREEMENT WITH YOUR WATER PROVIDER TO SHUT OFF WATER SERVICE FOR NONPAYMENT OF WASTEWATER. TO STOP THE SHUTOFF OF YOUR UTILITY SERVICE, YOU MUST DO ONE OF THE FOLLOWING THINGS:

1. You can join with the other tenants to pay the past due amount or you can pay the total past due amount yourself. Either way, you do not have to pay a deposit or get credit granted in your name. You will not have to pay your landlord's other debts or the debts of prior tenants. The utility service will remain in the name of the landlord.
2. By law, you may deduct your payment to Pennsylvania American Water from your rent due now or in the future. We will tell your landlord how much you paid for the utility service. You have the right to recover money damages from the landlord for any damages or injury he causes you for exercising your rights as a result of this notice.

ADDITIONAL INFORMATION

1. The bill which must be paid to continue service is 396.93
2. Your landlord cannot punish you if you pay the utility bill. Your landlord cannot raise your rent, cannot evict you and cannot take action against you in any other way for paying the utility bill and deducting it from your rent.
3. You have the right to dispute the accuracy of the bill and have certain other rights. If you would like further information regarding these rights, contact Pennsylvania American Water at 1-(800) 565-7292.
4. Payment of the tenant amount must be made by check or money order drawn by the tenant(s). Payment can be mailed to Pennsylvania American Water, P.O. Box 371412, Pittsburgh, PA 15250-7412, or tenants can make payment at an authorized payment location. Payment must be received by the shut off date.
5. We may require you to show us some form of identification such as: driver's license, photo identification, medical assistance identification, food stamp identification or any similar document from a local, city, state or federal government agency that lists your name and address.

CONVENIENT PAYMENT OPTIONS



Pay your bill online:
www.amwater.com/myaccount



Pay by Phone: 855-748-6066
24 hours a day, seven days a week
TTY/TDD FOR THE HEARING
IMPAIRED: 711 (and then
reference Customer Service
number listed above)



Pay in person: for a list of approved payment locations, visit www.amwater.com/myaccount

ADDRESS, EMAIL OR PHONE NUMBER CHANGE REQUEST

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this notice. Updates to your contact information can also be made through our online self-service tool, **MyAccount**. Access MyAccount from any electronic device by visiting www.amwater.com/MyAccount.

DO YOU HAVE ANY QUESTIONS?

If you have any questions about bill, please call us at the Customer Service Center number listed at the bottom of this letter. If after talking with us, you are not satisfied, you have a legal right to file a complaint with the Pennsylvania Public Utility Commission by calling 1-800-692-7380 toll free or by writing the Pennsylvania Public Utility Commission, Post Office Box 3265, Harrisburg, PA 17105-3265. The Pennsylvania Public Utility Commission may delay the shut off if you file the complaint before the shut off date. **YOU SHOULD CALL OR WRITE BEFORE THE SHUTOFF. TO AVOID SHUTOFF, YOUR LETTER MUST BE RECEIVED BEFORE THE SHUTOFF DATE.**

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition that will be aggravated by the cessation of service. We will not shut off your service during such illness provided you:

- (a) Have a licensed physician, nurse practitioner or physician's assistant certify by phone or in writing that such illness exists and that it may be aggravated if your service is stopped; and
- (b) Make some equitable arrangement to pay the company your current bills for service.
- (c) Contact us by calling the following number: (Utility) Phone Number: (Utility) Address:
- (d) Have your licensed physician send a letter to the utility within 3 days verifying the medical condition.

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U-5. Please provide evidence that copies of the notices that PAWC-WD will provide under the PUMC, including the notices provided in PAWC-WD’s responses to Data Requests U-3 and U-4, have been served on the Hazleton Authority, the Office of Consumer Advocate, the Office of Small Business Advocate, and the Commission’s Bureau of Investigation and Enforcement.

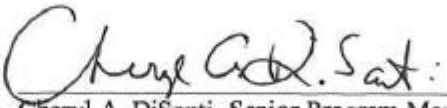
Response: As indicated on the Certificate of Service accompanying this filing, the Authority, the Office of Consumer Advocate, the Office of Small Business Advocate, and the Commission’s Bureau of Investigation and Enforcement have all received copies of the notices provided in response to Data Requests U-3 and U-4.

Responsible Witness: Cheryl DiSanti, Senior Manager - Business Performance
Pennsylvania-American Water Company

Date: June 6, 2024

VERIFICATION

I, CHERYL A. DISANTI hereby state that the facts above set forth in the attached Responses are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements made herein are made subject to the penalties of 18 Pa. Cons. Stat. §4904 relating to unsworn falsification to authorities.


Cheryl A. DiSanti, Senior Program Manager
Business Performance
Pennsylvania-American Water Company

Date: 6/5/2024