

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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LOUIS MATZEL AND JODI ASAY, :  
Complainant, : Case No.:  
vs. : C-2023-3045163  
PENNSYLVANIA-AMERICAN :  
WATER COMPANY, :  
Respondent. :  
-----\*

Pages 1 through 122 TELEPHONIC HEARING  
Judge's Chambers  
Commonwealth Keystone Bldg.  
400 North Street  
Harrisburg, PA 17120

Wednesday, June 5, 2024  
Met, pursuant to notice, at 10:08 a.m.

BEFORE: THE HONORABLE CHARECE Z. COLLINS  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: C-2023-3045163  
Hearing Date: June 5, 2024

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NUMBER	FOR IDENTIFICATION	IN EVIDENCE
COMPLAINANT'S EXHIBITS:		
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2b	(Title 25 statutes about required reporting)	57
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PENNSYLVANIA-AMERICAN WATER COMPANY'S EXHIBITS:		
1	(Snapshot of distribution main In Saw Creek and pressure map)	90 95
2	(Pressure Complaint Form for four locations on Manchester Drive)	90 118
3	(November 17, 2023 letter to Mr. Matzel about 24-hour water usage/possible service line leak)	90 118

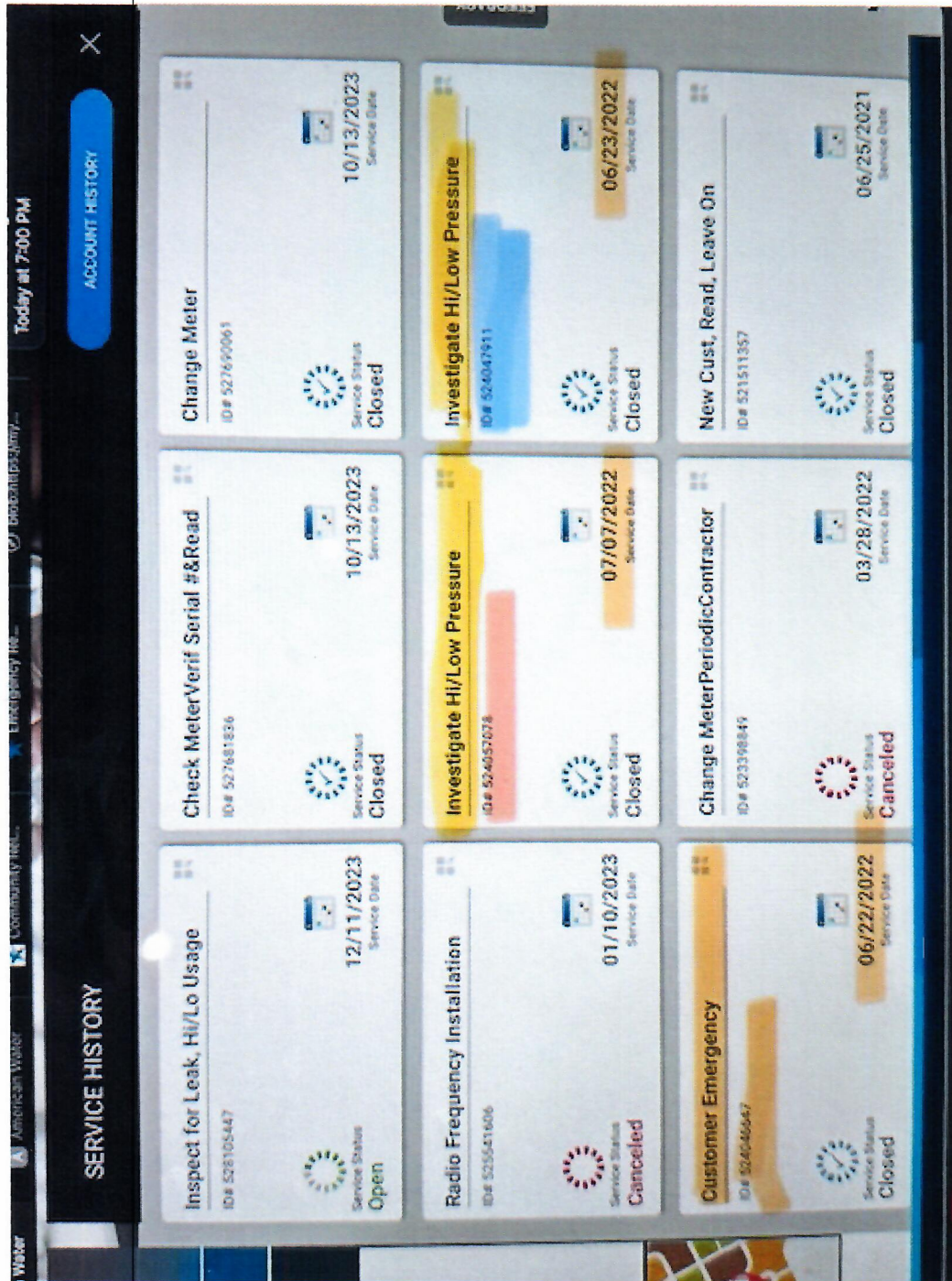
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4	(December 8, 2023 letter to Mr. Matzel about increase in water usage/possible broken service line)	90 118
5	(December 13, 2023 letter which informed Mr. Matzel that a leak had been detected on his service line)	90 118
6	(December 28, 2023 letter which included Pennsylvania-American Water's findings regarding Mr. Matzel's dispute)	90 118
7	(Pressure Complaint Form for 231 Manchester Drive)	90 118
8	(Water Tariff Rules and Regulations Definitions)	90 118
9	(Rules and Regulations governing service pipes)	90 118
10	(Section 15.1 of the tariff)	90 118

# EXHIBIT 1

## REPORTED EMERGENCY HIGH WATER PRESSURE JUNE 2022

American Water has no pressure reducing zone for boosted uphill water pressure. Broke our Service line between house and street as 2 licensed plumbers predicted



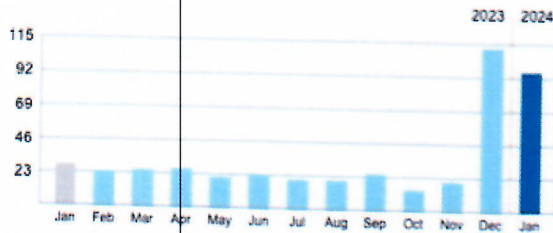
**Meter Reading and Usage Summary**

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27761389	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: (29 days)



Year to Date Billed Usage: 9,600 gallons

**Account Detail**

Account No. ██████████  
Service To: █████MANCHESTER DR BUSHKILL, PA 18324-8257

Prior Billing	534.21
Payments	-534.21
Total payments as of Jan 2. Thank you!	-534.21
<b>Balance Forward</b>	<b>0.00</b>

**Service Related Charges - 12/07/23 to 01/04/24**

<b>Water Service</b>	<b>172.14</b>
Water Service Charge	17.50
Water Usage Charge (96 x \$1.6108)	154.64
<b>Wastewater Service</b>	<b>290.30</b>
Wastewater (1 x \$14.30)	14.30
Wastewater Use Charge (96 x \$2.875)	276.00
<b>Other Charges</b>	<b>-1.35</b>
State Tax Adjustment Surcharge - WW (\$290.30 x -0.37%)	-1.07
State Tax Adjustment Surcharge (\$172.14 x -0.16%)	-0.28
<b>Total Service Related Charges</b>	<b>461.09</b>
<b>Total Current Period Charges</b>	<b>461.09</b>

**Total Amount Due** ➔ **\$461.09**

**Understanding Your Bill**

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

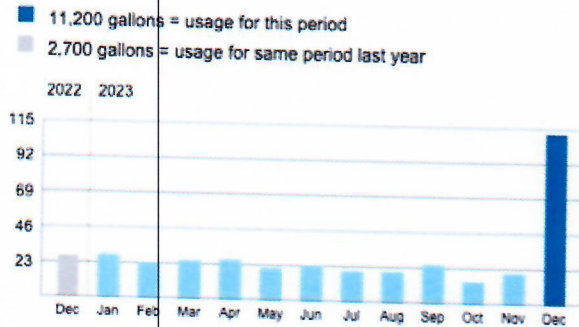
- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to 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.

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**Meter Reading and Usage Summary**

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27761389	100 gal	5/8"	11/04/2023	12/06/2023	15 (A)	127 (A)	112	112.00	11,200
A = Actual E = Estimate							1 Billing Unit = 100 gallons		Total Gallons: 11,200

**Billed Usage History (graph shown in 100 gallons)**



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

Average daily use for this period is: (33 days)



Year to Date Billed Usage: 35,700 gallons

**Account Detail**

Service To: MANCHESTER DR BUSHKILL, PA 18324-8257

Account No. ██████████ 246

<b>Prior Billing</b>	<b>121.52</b>
<b>Payments</b>	<b>-121.52</b>
Total payments as of Nov 29. Thank you!	-121.52
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 11/04/23 to 12/06/23</b>	
<b>Water Service</b>	<b>197.91</b>
Water Service Charge	17.50
Water Usage Charge (112 x \$1.6108)	180.41
<b>Wastewater Service</b>	<b>336.30</b>
Wastewater (1 x \$14.30)	14.30
Wastewater Use Charge (112 x \$2.875)	322.00
<b>Total Service Related Charges</b>	<b>534.21</b>
<b>Total Current Period Charges</b>	<b>534.21</b>
<b>Total Amount Due</b> ➡	<b>\$534.21</b>

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

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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)

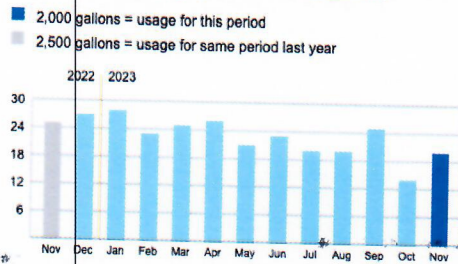


**Meter Reading and Usage Summary**

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27761389	100 gal	5/8"	10/13/2023	11/03/2023	0 (A)	15 (A)	15	15.00	1,500
N087203437	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)**



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

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



Year to Date Billed Usage: 24,500 gallons

**Account Detail**

Service To: MANCHESTER DR BUSHKILL, PA 18324-8257	Account No. ██████████-246
<b>Prior Billing</b>	<b>94.60</b>
<b>Payments</b>	<b>-94.60</b>
Total payments as of Oct 27. Thank you!	-94.60
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 10/05/23 to 11/03/23</b>	
<b>Water Service</b>	<b>49.72</b>
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 \$1.6106)	32.22
<b>Wastewater Service</b>	<b>71.80</b>
Wastewater (1 x \$14.30)	14.30
Wastewater Use Charge (20 x \$2.875)	57.50
<b>Total Service Related Charges</b>	<b>121.52</b>
<b>Total Current Period Charges</b>	<b>121.52</b>

**Total Amount Due** ➔ **\$121.52**

**Understanding Your Bill**

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

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# EXHIBIT 2 (B)

## Reporting Requirements

### **Title 25 § 110.302. Submission of reports:**

Reports shall be submitted annually to the Department, on forms prescribed by the Department and developed in consultation with the Statewide Committee, no later than:

- (1) **March 31—Public water supply agency.**
- (2) June 30—Any user except a public water supply agency, including:
  - (i) Power generation facility.
  - (ii) Manufacturing industry user.
  - (iii) Mineral industry user.
  - (iv) Bulk, vended, retail and bottled water systems.
  - (v) Agricultural user.
  - (vi) Golf course user.
  - (vii) Ski resort.

### **§ 110.303. Reporting period.**

**Reports must provide information for the calendar year preceding the date of submission.**

### **§ 110.304. General contents of report.**

A report must include the following:

- (1) Items under § 110.203 (relating to content of registration).
- (2) **Amount of consumptive and nonconsumptive uses.**
- (3) **Locations and amounts of any waters returned or discharged.**
- (4) Amounts of water transferred between public water supply agencies by means of interconnections.

# EXHIBIT 3

## Title 52 and Title 25 Subchapter 109- Safe Drinking Water

Both Title 52 Pa Code 65.6 and Title 25 Pa Code 109 Subchapter F 109.607 (a) read the same:

*(a) Distribution systems and distribution system modifications shall be designed and constructed to maintain normal operating pressures of not less than 25 p.s.i.g. nor more than 125 p.s.i.g. at the main, except that during periods of peak seasonal loads the pressures at the time of hourly maximum demand may be not less than 20 p.s.i.g. nor more than 150 p.s.i.g. and that during periods of hourly minimum demand the pressure may be not more than 150 p.s.i.g. Ours service line pressure reading is still currently not less than 135-145 psi*

**FURTHER,** Title 25 109 Subchapter F 109.607- (b), (c)

*(b) A public water system may furnish a service which does not comply with the specifications in subsection (a) where compliance with the specifications would prevent it from furnishing adequate service to a customer or where called for by good engineering practices.*

*(c) The Department may require service improvements incorporating standards other than those set forth in this section when it determines that the improvements are necessary.*

# EXHIBIT 4

<https://www.pe100plus.com/Open/News/Info/document/2213.pdf>

## 4. Publications and Dig-up studies proving a 100+ year service life for PE pressure pipe systems

Polyethylene material developments started around 1953 with the first generations of PE40, PE50 and PE63; these materials have exceeded 50-70 years service life and are partially still in service. Today markets are using PE80 materials mainly due to its flexibility and ease of installation especially in smaller dimensions, but the majority has moved over to PE100 rated systems in the last 30 years. Pipes for water can be extruded in sizes of 16mm up to 3500mm. PE gas pipe systems are in use since about 60 years with very low failure rates even under ground-movement conditions. Gas pipe size reach from 16mm up to 800mm.

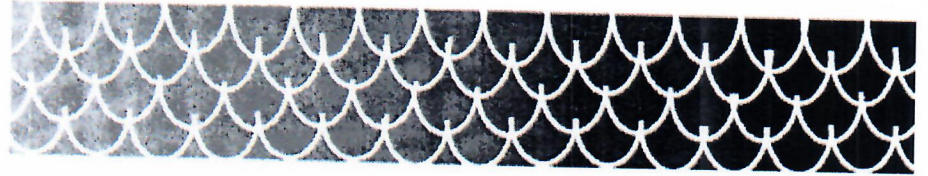
Many dig-up reports have been published or presented in conferences about the mechanical performances of PE pressure pipes covering a variety of decades of continuous service conditions, locations and applications. Many PE pipe systems have already exceeded the end of the specified design life point of 50 years, without any indication within the failure statistics maintained by the utilities of any age- related reason. Examples are listed below:

At the Plastic Pipes XIII in Washington in 2006, Schulte10 reported that pipes

produced in 1956 and installed in October of the same year in a pressure-

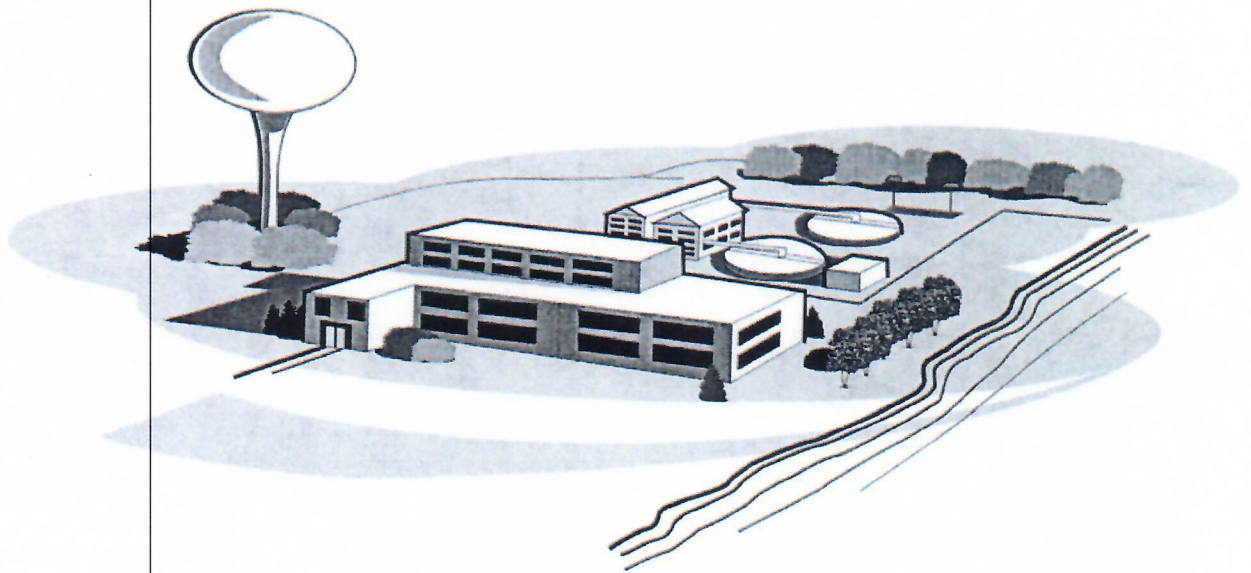
testing rig had actually passed 50 years of successful testing as predicted.

**Further examples of the longevity of PE pipes are given in this paper together with an assessment of latest generation pipe resins, showing potential for application extension to 100 years.**



# Public Water Supply Manual

383-2125-108



## PART II COMMUNITY SYSTEM DESIGN STANDARDS



COMMONWEALTH OF PENNSYLVANIA  
Department of Environmental Protection  
For more information, visit DEP's Web site  
at [www.depweb.state.pa.us/](http://www.depweb.state.pa.us/), Keyword: "Drinking Water."

EXHIBIT 5

1 of 6

**DEPARTMENT OF ENVIRONMENTAL PROTECTION**  
**Bureau of Water Standards and Facility Regulation**

**DOCUMENT NUMBER:** 383-2125-108

**TITLE:** Public Water Supply Manual - Part II  
Community System Design Standards

**EFFECTIVE DATE:** May 6, 2006

**AUTHORITY:** Pennsylvania's Safe Drinking Water Act (35 P.S. §721.1 *et seq.*) and regulations at Title 25 Pa. Code Chapter 109

**POLICY:** Department of Environmental Protection (DEP) staff will follow the guidance and procedures presented in this document to direct and support implementation of permitting activities for community water systems (CWSs) under the Drinking Water Management program.

**PURPOSE:** The purpose of this document is to establish a rational and reasonable basis for staff decisions which will promote quality, timely and consistent service to the public and regulated community.

**APPLICABILITY:** This guidance will apply to all CWSs.

**DISCLAIMER:** The policies and procedures outlined in this guidance are intended to supplement existing requirements. Nothing in the policies or procedures shall affect regulatory requirements.

The policies and procedures herein are not an adjudication or a regulation. There is no intent on the part of DEP to give the rules in these policies that weight or deference. This document establishes the framework within which DEP will exercise its administrative discretion in the future. DEP reserves the discretion to deviate from this policy statement if circumstances warrant.

**PAGE LENGTH:** 206 pages

**LOCATION:** Volume 22, Tab 01

**DEFINITIONS:** See Title 25 Pa. Code Chapter 109

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## VII. FINISHED WATER STORAGE

### D. Distribution System Storage

The applicable design standards of Section VII.A shall be followed for distribution system storage.

#### 1. Pressures

The maximum variation between high and low levels in storage structures providing pressure to a distribution system should not exceed 30 feet. The minimum working pressure in the distribution system shall be 25 psig and a normal working pressure should be approximately 60 psig. **When static pressures exceed 120 psig, pressure reducing devices should be provided on mains in the distribution system.**

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#### 2. Drainage

Finished water storage structures which provide pressure directly to the distribution system shall be designed so they can be isolated from the distribution system and drained for cleaning or maintenance without causing a loss of pressure in the distribution system. Drains shall discharge to the ground surface with no direct connection to a sewer or storm drain. Disposal of drainage water shall be consistent with the requirements of the Clean Streams Law.

#### 3. Level Controls

**Adequate controls shall be provided to maintain levels in distribution system storage structures. Level indicating devices should be provided at a central location.**

- a. **Pumps should be controlled from tank levels with the signal transmitted by telemetering equipment when any appreciable head loss occurs in the distribution system between the source and the storage structure.**
- b. **Altitude valves or equivalent controls may be required for a second and subsequent structure on the system.**
- c. **Overflow and low-level warnings or alarms should be located where they will be under responsible surveillance 24 hours a day.**

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Footnote:

#### *Static pressure in fluid statics*

The term *(hydro)static pressure* is sometimes used in *fluid statics* to refer to the *pressure* of a fluid at a nominated depth in the fluid. In *fluid statics* the fluid is stationary everywhere and the concepts of dynamic pressure and total pressure are not applicable. Consequently, there is little risk of ambiguity in using the term *pressure*, but some authors<sup>[17]</sup> choose to use *static pressure* in some situations.

EXHIBIT 5

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## VIII. DISTRIBUTION SYSTEMS

### A. Materials

#### 1. Standards, Materials Selection

All materials including pipe, fittings, valves and fire hydrants shall conform to the latest standards issued by AWWA, ANSI/NSF, American Standards Association, ASTM and be acceptable to DEP. All plastic pipe for potable water use also must be approved by NSF and bear the logo "NSF-pw" indicating such approval. DEP may approve materials for which there are no accepted standards provided acceptable supporting information can be provided. Special attention must be given to selecting materials which will protect against both internal and external corrosion and, where appropriate, reduce as much as possible the oxidation potential between dissimilar metals.

#### 2. Permeation by Organic Compounds

Where distribution systems are installed in areas of groundwater contaminated by organic compounds:

- a. Pipe and joint materials which do not allow permeation of the organic compounds shall be used.
- b. Nonpermeable materials shall be used for all portions of the system including pipe, joint materials, hydrant leads and service connections.

#### 3. Used Materials

Only water mains which have been used previously for conveying potable water may be reused provided they meet the above standards and have been restored practically to their original condition.

#### 4. Joints

Packing and jointing materials used in the joints of pipe shall meet the standards of the AWWA. Mechanical joints or slip-on joints with resilient gaskets are preferred. Gaskets containing lead shall not be used. Manufacturer approved transition joints shall be used between dissimilar piping materials.

### B. System Design

#### 1. Pressure

All water mains, including those not designed to provide fire protection, shall be sized after a hydraulic analysis based on flow demands and pressure requirements. The pipe system and its appurtenances shall be designed to maintain a minimum pressure of 20 psig at ground level at all points in the distribution system under all conditions of flow.

**The normal working pressure in the distribution system should be approximately 60 psig.**

## EXHIBIT 7- Residential Pressure Reducing Valves - Maximum Pressure 125 PSI

[https://forms.iapmo.org/email\\_marketing/codespotlight/2018/Jan4.htm](https://forms.iapmo.org/email_marketing/codespotlight/2018/Jan4.htm)

### 608.2 Excessive Water Pressure.

Where static water pressure in the water supply piping is exceeding 80 psi (552 kPa), an approved-type pressure regulator preceded by an adequate strainer shall be installed and the static pressure reduced to 80 psi (552 kPa) or less. Pressure regulator(s) equal to or exceeding 1 1/2 inches (40mm) shall not require a strainer. Such regulator(s) shall control the pressure to water outlets in the building unless otherwise approved by the Authority Having Jurisdiction. Each such regulator and strainer shall be accessibly located aboveground or in a vault equipped with a properly sized and sloped boresighted drain to daylight, shall be protected from freezing, and shall have the strainer readily accessible for cleaning without removing the regulator or strainer body or disconnecting the supply piping. Pipe size determinations shall be based on 80 percent of the reduced pressure where using Table 610.4. An approved expansion tank shall be installed in the cold water distribution piping downstream of each such regulator to prevent excessive pressure from developing due to thermal expansion and to maintain the pressure setting of the regulator. Expansion tanks used in potable water systems intended to supply drinking water shall be in accordance with NSF 61. The expansion tank shall be properly sized and installed in accordance with the manufacturer's installation instructions and listing. Systems designed by registered design professionals shall be permitted to use approved pressure relief valves in lieu of expansion tanks provided such relief valves have a maximum pressure relief setting of 100 psi (689 kPa) or less.

A limit of 80 psi (551.6 kPa) is the maximum static pressure of any water supply system. The reason for this is to reduce water hammer, unnecessary use of water, splashing, excessive discharge of pressure relief valves and to protect appliance and fixture valves and mechanisms from pressure that exceeds their design limits. Any installation with pressures above 80 psi will require a pressure regulating valve to limit the pressure to 80 psi or below (see Figure 608.2).

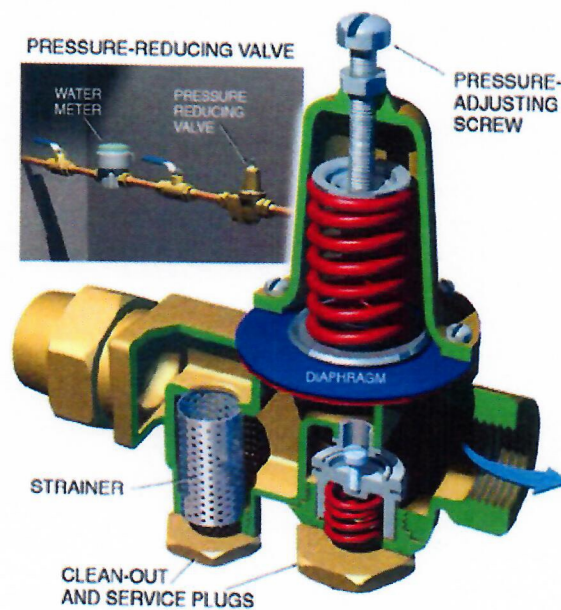
By design, pressure regulating or reducing valves are modulating valves, which have a high level of flow resistance and consequent pressure drop through them even when fully open. Therefore, pipe sizing downstream of the pressure regulator must be based on "worst-case" pressure loss during a maximum

EXHIBIT 7

1 of 2

demand water flow. Worst-case pressure loss through a listed pressure regulator is presumed to be no greater than 20 percent; therefore, the water system is sized based upon 80 percent of the pressure regulator's "set" pressure, this being a selected static pressure that is presumed not to exceed 80 psi. Therefore, all pipe size determinations downstream of the regulator must be based on 80 percent of this reduced pressure when using Table 610.4.

For example, a water system has a pressure of 100 psi. A pressure regulator will be installed and set at 80 psi. For sizing purposes using Table 610.4, the maximum pressure would be 64 psi, which is 80 percent of 80 psi.



**FIGURE 608.2**  
**PRESSURE REDUCING VALVE WITH STRAINER**

EXHIBIT 7 2 of 2

## Exhibit 8

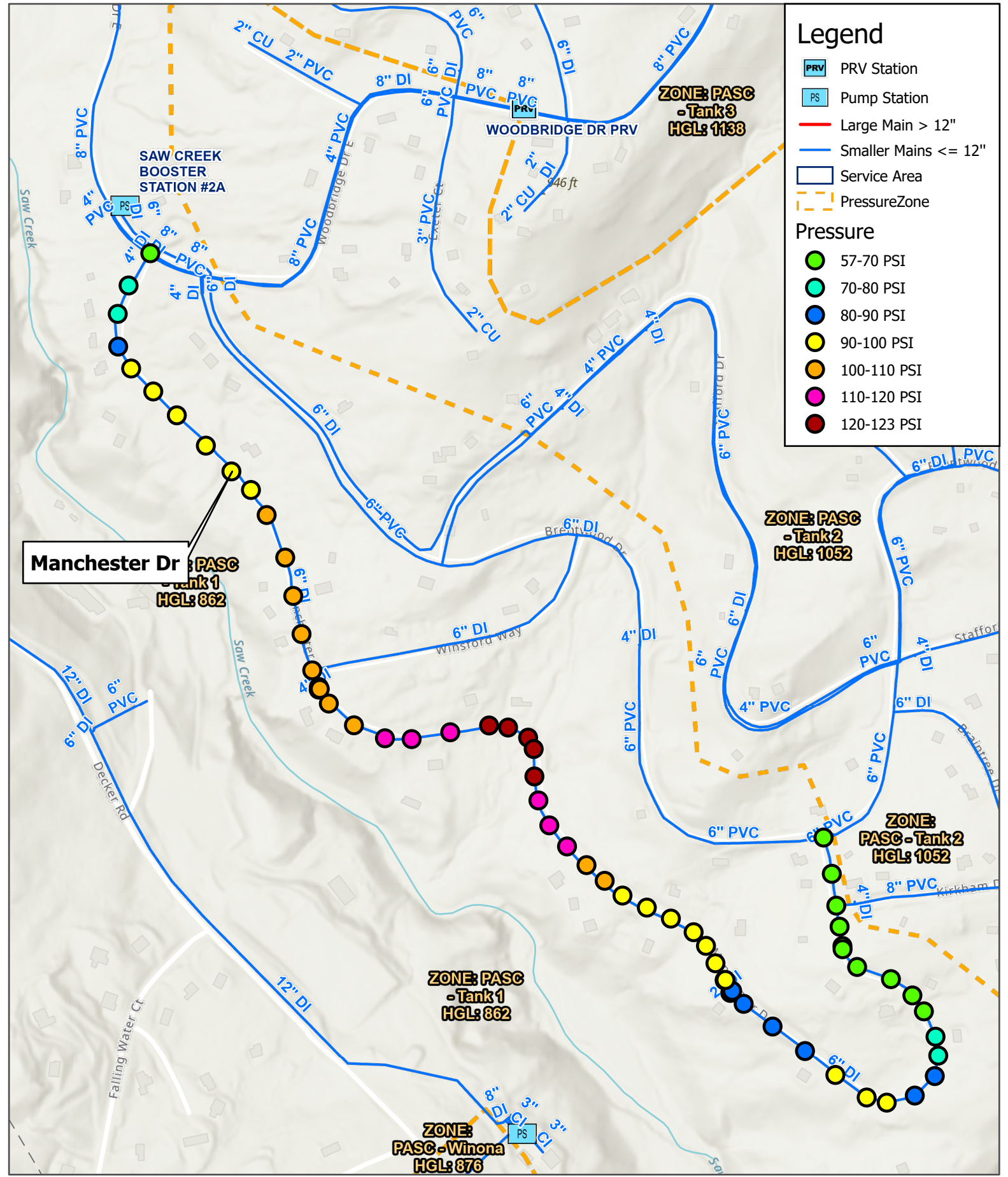
2022: [https://www.casey.senate.gov/imo/media/doc/iija\\_funding\\_opportunities\\_for\\_water\\_infrastructure\\_in\\_pa.pdf](https://www.casey.senate.gov/imo/media/doc/iija_funding_opportunities_for_water_infrastructure_in_pa.pdf)

2024: <https://www.media.pa.gov/pages/pennvest-details.aspx?newsid=83>

*Would installing Pressure Reducing Zones create a financial hardship for American Water?*

Fully funded federal and state grants are available for water distribution upgrades such as PENNVEST. 2022 \$87 million and 2024 \$274 million will support drinking water projects to include ... rehabilitating aging systems, upgrading service capabilities..." This money is available to PA American Water and should not create a hardship to improve the water distribution service.





### Legend

- PRV Station
- Pump Station
- Large Main > 12"
- Smaller Mains <= 12"
- Service Area
- PressureZone

### Pressure

- 57-70 PSI
- 70-80 PSI
- 80-90 PSI
- 90-100 PSI
- 100-110 PSI
- 110-120 PSI
- 120-123 PSI

**Manchester Dr**  
**PASC Tank 1**  
**HGL: 862**

**ZONE: PASC**  
**- Tank 3**  
**HGL: 1133**

**ZONE: PASC**  
**- Tank 2**  
**HGL: 1052**

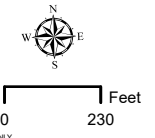
**ZONE:**  
**PASC - Tank 2**  
**HGL: 1052**

**ZONE: PASC**  
**- Tank 1**  
**HGL: 862**

**ZONE:**  
**PASC - Winona**  
**HGL: 876**

Overview

## Manchester Dr Estimated Average Main Pressure Lehman Township Saw Creek System



TO BE USED FOR REFERENCE ONLY  
 Although every effort has been made to ensure the accuracy of the information, errors and conditions originating from physical sources to develop the information may be reflected in the data supplied.

Pennsylvania Public Utility Commission  
Bureau of Consumer Services  
Pressure Complaint Form

Water Supplier PA American Water  
 Complainant's Name \_\_\_\_\_  
 Address: 159 Manchester Drive  
Bushkill, PA 18324

To assist the Bureau with it's inquiry concerning the above complaint, please supply the information requested and return this form with your report.

1. WATER MAIN

- A) Size 6"
- B) Type of Material PVC
- C) Age of Main Unknown. PAWC acquired system in 2002
- D) Describe briefly the location within the distribution system: i.e. long run of single pipe; section of system that has been gridded; etc.

Manchester Drive is a street with a long run of a single water distribution main with street connections on both sides and many customer services.

2. SERVICE PIPE

- A) Size
- B) Type of Material
- C) Age
- D) Length

	Company Owned	Customer Owned
A) Size	<u>3/4"</u>	<u>3/4"</u>
B) Type of Material	<u>Copper</u>	<u>Plastic</u>
C) Age	<u>1 Year old</u>	<u>Unknown</u>
D) Length	<u>15'</u>	<u>Estimate: 80-100'</u>

3. SERVICE CONDITIONS

A) Type of house occupied by complainant

- 1) 1 Story \_\_\_\_\_ 2) Split Level \_\_\_\_\_ 3) 2 Story \_\_\_\_\_  
4) 3 Story \_\_\_\_\_ 5) Other \_\_\_\_\_

B) Elevation difference 1st Floor of house above \_\_\_\_\_ below \_\_\_\_\_  
main \_\_\_\_\_ feet. First Floor is level with water main.

SERVICE CONDITIONS CONTINUED:

C) Field Investigation; Dates 5/28/2024 Time 10:15AM

- 1) Curb stop found; Open full \* Closed \_\_\_\_\_ Other \_\_\_\_\_  
2) Customers valve at house found: Open Full \_\_\_\_\_ Closed \_\_\_\_\_ Other \*  
3) Main Pressure at or near the complainant's property 96 psi.

4) PRESSURE IN COMPLAINANT'S HOUSE:

- (A) Location of Pressure Reading Meter Pit  
(B) Static Pressure (No household use) \_\_\_\_\_ psi  
(C) Residual Pressure (Cold water faucet open) \_\_\_\_\_ psi.  
(D) Residual Pressure with (c) and water closet flush \_\_\_\_\_ psi

(5) Supply a brief description of the interior piping in the complainant's house, such as size and type of material of header in basement, risers, etc.

(6) Is standpipe(s) or reservoir(s) on the distribution system?

Yes \* No \_\_\_\_\_

If "Yes", complete the following:

- (a) Height of water in storage at time of test 42' feet.  
(b) Height of Water at overflow 45' feet.

(7) Is distribution system pumped? Yes \_\_\_\_\_ No \*

If "Yes" at the time of test was pump On \_\_\_\_\_ Off \_\_\_\_\_

(8) Such additional information as may be pertinent to full understanding of the circumstances by this Bureau.

Pennsylvania Public Utility Commission  
Bureau of Consumer Services  
Pressure Complaint Form

Water Supplier PA American Water  
Complainant's Name \_\_\_\_\_  
Address: 199 Manchester Drive  
Bushkill, PA 18324

To assist the Bureau with it's inquiry concerning the above complaint, please supply the information requested and return this form with your report.

1. WATER MAIN

- A) Size 6"
- B) Type of Material PVC
- C) Age of Main Unknown. PAWC acquired system in 2002
- D) Describe briefly the location within the distribution system: i.e. long run of single pipe; section of system that has been gridded; etc.

Manchester Drive is a street with a long run of a single water distribution main with street connections on both sides and many customer services.

2. SERVICE PIPE

- A) Size
- B) Type of Material
- C) Age
- D) Length

	Company Owned	Customer Owned
A) Size	<u>3/4"</u>	<u>3/4"</u>
B) Type of Material	<u>Copper</u>	<u>Plastic</u>
C) Age	<u>1 Year old</u>	<u>Unknown</u>
D) Length	<u>13'</u>	<u>Unknown</u>

3. SERVICE CONDITIONS

A) Type of house occupied by complainant

- 1) 1 Story \_\_\_\_\_ 2) Split Level \_\_\_\_\_ 3) 2 Story \_\_\_\_\_  
4) 3 Story \_\_\_\_\_ 5) Other \_\_\_\_\_

B) Elevation difference 1st Floor of house above \_\_\_\_\_ below \_\_\_\_\_  
main \_\_\_\_\_ feet. First Floor is level with water main.

SERVICE CONDITIONS CONTINUED:

C) Field Investigation; Dates 5/28/2024 Time 9:45AM

- 1) Curb stop found; Open full \* Closed \_\_\_\_\_ Other \_\_\_\_\_  
2) Customers valve at house found: Open Full \_\_\_\_\_ Closed \_\_\_\_\_ Other \*  
3) Main Pressure at or near the complainant's property 102 psi.

4) PRESSURE IN COMPLAINANT'S HOUSE:

- (A) Location of Pressure Reading Meter Pit  
(B) Static Pressure (No household use) \_\_\_\_\_ psi  
(C) Residual Pressure (Cold water faucet open) \_\_\_\_\_ psi.  
(D) Residual Pressure with (c) and water closet flush \_\_\_\_\_ psi

(5) Supply a brief description of the interior piping in the complainant's house, such as size and type of material of header in basement, risers, etc.

(6) Is standpipe(s) or reservoir(s) on the distribution system?

Yes \* No \_\_\_\_\_

If "Yes", complete the following:

- (a) Height of water in storage at time of test 42' feet.  
(b) Height of Water at overflow 45' feet.

(7) Is distribution system pumped? Yes \_\_\_\_\_ No \*

If "Yes" at the time of test was pump On \_\_\_\_\_ Off \_\_\_\_\_

(8) Such additional information as may be pertinent to full understanding of the circumstances by this Bureau.

Pennsylvania Public Utility Commission  
Bureau of Consumer Services  
Pressure Complaint Form

Water Supplier PA American Water  
Complainant's Name \_\_\_\_\_  
Address: 237 Manchester Drive  
Bushkill, PA 18324

To assist the Bureau with it's inquiry concerning the above complaint, please supply the information requested and return this form with your report.

1. WATER MAIN

- A) Size 6"
- B) Type of Material PVC
- C) Age of Main Unknown. PAWC acquired system in 2002
- D) Describe briefly the location within the distribution system: i.e. long run of single pipe; section of system that has been gridded; etc.

Manchester Drive is a street with a long run of a single water distribution main with street connections on both sides and many customer services.

2. SERVICE PIPE

- A) Size
- B) Type of Material
- C) Age
- D) Length

	Company Owned	Customer Owned
A) Size	<u>3/4"</u>	<u>3/4"</u>
B) Type of Material	<u>Copper</u>	<u>Plastic</u>
C) Age	<u>1 Year old</u>	<u>Unknown</u>
D) Length	<u>20'</u>	<u>Unknown</u>

3. SERVICE CONDITIONS

A) Type of house occupied by complainant

- 1) 1 Story \_\_\_\_\_ 2) Split Level \_\_\_\_\_ 3) 2 Story \_\_\_\_\_  
4) 3 Story \_\_\_\_\_ 5) Other \_\_\_\_\_

B) Elevation difference 1st Floor of house above \_\_\_\_\_ below \_\_\_\_\_  
main \_\_\_\_\_ feet. First Floor is level with water main.

SERVICE CONDITIONS CONTINUED:

C) Field Investigation; Dates 5/28/2024 Time 9:45AM

- 1) Curb stop found; Open full \* Closed \_\_\_\_\_ Other \_\_\_\_\_  
2) Customers valve at house found: Open Full \_\_\_\_\_ Closed \_\_\_\_\_ Other \*  
3) Main Pressure at or near the complainant's property 122 psi.

4) PRESSURE IN COMPLAINANT'S HOUSE:

- (A) Location of Pressure Reading Meter Pit  
(B) Static Pressure (No household use) \_\_\_\_\_ psi  
(C) Residual Pressure (Cold water faucet open) \_\_\_\_\_ psi.  
(D) Residual Pressure with (c) and water closet flush \_\_\_\_\_ psi

(5) Supply a brief description of the interior piping in the complainant's house, such as size and type of material of header in basement, risers, etc.

(6) Is standpipe(s) or reservoir(s) on the distribution system?

Yes \* No \_\_\_\_\_

If "Yes", complete the following:

- (a) Height of water in storage at time of test 42' feet.  
(b) Height of Water at overflow 45' feet.

(7) Is distribution system pumped? Yes \_\_\_\_\_ No \*

If "Yes" at the time of test was pump On \_\_\_\_\_ Off \_\_\_\_\_

(8) Such additional information as may be pertinent to full understanding of the circumstances by this Bureau.

Pennsylvania Public Utility Commission  
Bureau of Consumer Services  
Pressure Complaint Form

Water Supplier PA American Water  
Complainant's Name \_\_\_\_\_  
Address: 309 Manchester Drive  
Bushkill, PA 18324

To assist the Bureau with it's inquiry concerning the above complaint, please supply the information requested and return this form with your report.

1. WATER MAIN

- A) Size 6"
- B) Type of Material PVC
- C) Age of Main Unknown. PAWC acquired system in 2002
- D) Describe briefly the location within the distribution system: i.e. long run of single pipe; section of system that has been gridded; etc.

Manchester Drive is a street with a long run of a single water distribution main with street connections on both sides and many customer services.

2. SERVICE PIPE

- A) Size
- B) Type of Material
- C) Age
- D) Length

	Company Owned	Customer Owned
A) Size	<u>3/4"</u>	<u>3/4"</u>
B) Type of Material	<u>Copper</u>	<u>Plastic</u>
C) Age	<u>1 Year old</u>	<u>Unknown</u>
D) Length	<u>15'</u>	<u>Unknown</u>

3. SERVICE CONDITIONS

A) Type of house occupied by complainant

- 1) 1 Story \_\_\_\_\_ 2) Split Level \_\_\_\_\_ 3) 2 Story \_\_\_\_\_  
4) 3 Story \_\_\_\_\_ 5) Other \_\_\_\_\_

B) Elevation difference 1st Floor of house above \_\_\_\_\_ below \_\_\_\_\_  
main \_\_\_\_\_ feet. First Floor is level with water main.

SERVICE CONDITIONS CONTINUED:

C) Field Investigation; Dates 5/28/2024 Time 9:30AM

- 1) Curb stop found; Open full \* Closed \_\_\_\_\_ Other \_\_\_\_\_  
2) Customers valve at house found: Open Full \_\_\_\_\_ Closed \_\_\_\_\_ Other \*  
3) Main Pressure at or near the complainant's property 100 psi.

4) PRESSURE IN COMPLAINANT'S HOUSE:

- (A) Location of Pressure Reading Meter Pit  
(B) Static Pressure (No household use) \_\_\_\_\_ psi  
(C) Residual Pressure (Cold water faucet open) \_\_\_\_\_ psi.  
(D) Residual Pressure with (c) and water closet flush \_\_\_\_\_ psi

(5) Supply a brief description of the interior piping in the complainant's house, such as size and type of material of header in basement, risers, etc.

(6) Is standpipe(s) or reservoir(s) on the distribution system?

Yes \* No \_\_\_\_\_

If "Yes", complete the following:

- (a) Height of water in storage at time of test 42' feet.  
(b) Height of Water at overflow 45' feet.

(7) Is distribution system pumped? Yes \_\_\_\_\_ No \*

If "Yes" at the time of test was pump On \_\_\_\_\_ Off \_\_\_\_\_

(8) Such additional information as may be pertinent to full understanding of the circumstances by this Bureau.

11/17/2023

Louis Matzel  
231 Manchester Dr  
Bushkill, PA 18324-8257

**For Service To:**

Account Number: 1024-220037541246  
Service Address: 231 Manchester Dr  
Bushkill, PA 18324-8257

Dear Customer Matzel:

As your water and/or wastewater service provider, we strive to provide you with the information you need to manage your water use and to alert you when we notice something out of the ordinary. Recently, the meter at your property registered continuous water use for more than 24 hours. As a result, your next Pennsylvania American Water bill may be higher than usual.

There could be a valid reason for the increased use (filling a pool, letting your water drip during freezing temperatures, etc.). Otherwise, the increased usage could indicate the presence of an internal service line or plumbing / toilet leak. If your water meter is located outside of your home, it could also indicate an underground leak between the outside water meter location and your home. You can help avoid high bills in the future by taking time to locate and repair any leaks that may be occurring.

For helpful tips you can access our *Leak Detection Kit* online at [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com). Simply access the Water Information menu and select *Detecting Leaks*. Since toilet leaks can often go unnoticed, here is one tip to help you get started: Remove the toilet tank lid and drop a small amount of food coloring into the tank. Wait 10-20 minutes. If the food coloring appears in the bowl, repairs may be needed, or the flapper valve may need to be realigned. Or if the water in the toilet continues to run, it may mean that water is running over the overflow tube into the tank. Either scenario requires a simple repair to correct the issue.

If you have any questions, please contact our Customer Service Center at 1-800-565-7292. Our representatives are available Monday through Friday, 7am to 7pm to assist you.

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

Sincerely,

Pennsylvania American Water Customer Service

12/08/2023

Louis Matzel  
231 Manchester Dr  
Bushkill, PA 18324-8257

**For Service To:**

Account Number: 1024-220037541246

Service Address: 231 Manchester Dr  
Bushkill, PA 18324-8257

Dear Customer Matzel:

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

One of our responsibilities as your water service provider is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. We recently saw an increase in water use, which surpassed 200% and \$200 when compared to the prior month. We also identified a similar disparity when compared to the prior year's use for this property. We have also verified the meter reading to confirm the device accurately recorded the registered water usage.

There could be many reasons for an increase in water use, including short-term visitors, seasonal usage, or potential leaks. We suggest that you check your property for possible leaks or problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

We offer a Leak Detection Kit and other useful information for identifying high water use on our website, [www.amwater.com](http://www.amwater.com). Many leaks are not noticeable but can contribute to unexpected water use. If you cannot determine the reason for your higher water use, please call our customer service center between the hours of 7am and 7pm at the number below.

Sincerely,

Pennsylvania American Water Customer Service

Louis Matzel  
231 Manchester Dr  
Bushkill, PA 18324-8257

**For Service To:**  
Account Number: 1024-220037541246  
Service Address: 231 Manchester Dr  
Bushkill, PA 18324-8257

### CONSUMER SERVICE PIPE LEAK

While surveying our water system for potential leaks, we detected a leak on your water service pipe. On 12/11/2023 our service representative visited your home and located a leak on your water service pipe. The water service pipe is defined in Pennsylvania American Water's tariff with the PA Public Utility Commission as the portion of the pipe that transmits water from the company-owned water main to the customer's premise and is owned by the customer -- not the water company. In addition, the tariff says the customer is responsible for the installation, repair, replacement and maintenance of all service pipes from the curb valve to the property, including any metered water use that is attributable to a leak in the customer-owned service pipe. **IF YOU ARE NOT THE HOMEOWNER, PLEASE GIVE THIS LETTER TO YOUR LANDLORD TO HAVE THE SERVICE PIPE REPAIRED.** Water is a valuable resource that should not be wasted. Not only do leaks waste water, but they can also lead to property damage above and below the ground, and they can result in unnecessary high bills.

It is important that you have the leak repaired within 10 days. To conserve water, maintain adequate pressure in the distribution system and avoid the potential of having your water service disconnected, we ask that you have the leak repaired within 10 days of the date of this letter. If repairs are not made, your water service may be discontinued. In the event the leak on your service pipe worsens, or should the condition pose a threat to property and/or public safety, we reserve the right to discontinue water service immediately. Once the service has been terminated, it will not be reinstated until necessary repairs have been completed.

If you have questions or need additional time to schedule the repair or if the repairs have been completed, please contact Pennsylvania American Water at 1-800-565-7292, Monday to Friday, 7:00 a.m. to 7:00 p.m.

Louis Matzel  
231 Manchester Dr  
Bushkill, PA 18324-8257

**For Service To:**  
Account Number: 1024-220037541246  
Service Address: 231 Manchester Dr  
Bushkill, PA 18324-8257

Dear Customer Matzel:

**Statement of Dispute:**

On December 09, 2023, Pennsylvania American Water was contacted with a request to review the billing statements, due to higher than expected water usage.

**Findings:**

On December 11, 2023, a bill was issued in the amount of \$534.21. This bill was based on actual read of 127 for the billing period November 04, 2023, through December 06, 2023, reflecting usage of 11,200 gallons of water. Full balance at this time was \$534.21. This bill included wastewater charges.

On December 11, 2023, we sent a service person to the property to reread the meter and inspect for leaks. At the time of our visit, a reading of 154 was obtained. There was movement on the meter indicating a possible leak occurring at the time of the inspection.

**Position:**

According to the investigation completed on December 28, 2023, the billing statements are correct. No adjustments will be applied to the account. However, if you do make repairs, please contact us for a possible leak adjustment.

Should you have questions or would like to discuss a possible payment agreement, please feel free to contact us at 1-717-550-1606. Customer Advocacy Representatives are available to assist you Monday through Friday from 8 a.m. to 5:00 p.m.

**Information to the Customer:**

Your account balance as of 12/28/2023 is \$534.21. Your account will become delinquent on 01/17/2024 unless you pay the overdue amount, enter into a payment agreement, or file an informal complaint with the Pennsylvania Public Utility Commission. No attempt to collect this debt will occur until after 01/17/2024.

If you wish to make a payment by phone, please call toll free at 1-855-748-6066. If you wish to make a payment online, log onto [amwater.com/mywater](http://amwater.com/mywater). If you are new to the site, be sure to have your account number with you when you log on.

Please know that the hold on your account will be removed on 01/17/2024. That means that any collection or shut off activity may resume.

If you do not agree with the findings, you may file an informal complaint with the Pennsylvania Public Utility Commission. This can be done by phone at 1-800-692-7380, online at <http://www.puc.state.pa.us/> or by

mail at P.O. Box 3265, Harrisburg, PA 17105-3265. Service will not be terminated pending completion of the dispute process, including both informal and formal complaints, so long as there is compliance with all requirements of the Commission.

When filing a complaint with the Pennsylvania Public Utility Commission, the complaint must include the following information: (1) The name and address of the complainant and, if different, the address at which service is provided. (2) The telephone number of the complainant. (3) The account number of the complainant, if applicable. (4) The name of the public utility. (5) A brief statement of the dispute. (6) Whether the dispute formerly has been the subject of a public utility company investigation and report. The complainant shall affirm having first contacted the public utility for the purpose of resolving the problem about which the complainant wishes to file a complaint. If the complainant has not contacted the public utility, the Commission shall direct the complainant to the public utility. (7) Whether the dispute formerly has been the subject of a Commission informal or formal complaint. (8) The date, if any, of proposed termination. (9) The relief sought.

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

\* Company report issued on 12/28/2023 and sent to Matzel, Louis.

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

## Account Summary

Billing Period			Meter Reading Information					Bill Information						Due Date	Account Balance (\$)
Activity Type	Bill/ Payment Date	Service From	Service To	Start Read	End Read	Water Used (Gallons)	Average Daily Usage	Water Amount (\$)	Sewer Amount (\$)	Late Charges (\$)	Service Discount (\$)	Protection Plan (\$)	Amount Due/ Payment (\$)	Due Date	Account Balance (\$)
Payment	12/30/22												118.48-		
Invoice	01/10/23	12/08/22	01/04/23	2705 (A)	2733 (A)	2800	100	54.92	67.50				122.42	02/01/23	122.42
Payment	02/01/23												122.42-		
Invoice	02/07/23	01/05/23	02/03/23	2733 (A)	2756 (A)	2300	77	48.67	61.57				110.24	03/01/23	110.24
Payment	03/01/23												110.24-		
Invoice	03/07/23	02/04/23	03/06/23	2756 (A)	2781 (A)	2500	81	57.77	86.18				143.95	03/29/23	143.95
Payment	03/29/23												143.95-		
Invoice	04/06/23	03/07/23	04/05/23	2781 (A)	2807 (A)	2600	87	59.39	89.29				148.68	04/28/23	148.68
Payment	04/28/23												148.68-		
Invoice	05/05/23	04/06/23	05/04/23	2807 (A)	2828 (A)	2100	72	51.34	74.88				126.22	05/30/23	126.22
Payment	05/30/23												126.22-		
Invoice	06/07/23	05/05/23	06/06/23	2828 (A)	2851 (A)	2300	70	54.56	80.65				135.21	06/29/23	135.21
Payment	06/29/23												135.21-		
Invoice	07/06/23	06/07/23	07/05/23	2851 (A)	2871 (A)	2000	69	49.72	71.80				121.52	07/28/23	121.52
Payment	07/28/23												121.52-		
Invoice	08/07/23	07/06/23	08/04/23	2871 (A)	2891 (A)	2000	67	49.72	71.80				121.52	08/29/23	121.52
Payment	08/29/23												121.52-		
Invoice	09/07/23	08/05/23	09/06/23	2891 (A)	2916 (A)	2500	76	57.77	86.18				143.95	09/29/23	143.95

(A) = Actual Read (E) = Estimated Read

Account Summary

Billing Period				Meter Reading Information					Bill Information							Due Date	Account Balance (\$)
Activity Type	Bill/ Payment Date	Service From	Service To	Start Read	End Read	Water Used (Gallons)	Average Daily Usage	Water Amount (\$)	Sewer Amount (\$)	Late Charges (\$)	Service Discount (\$)	Protection Plan (\$)	Amount Due/ Payment (\$)				
Payment	09/29/23												143.95-				
Invoice	10/05/23	09/07/23	10/04/23	2916 (A)	2930 (A)	1400	50	40.05	54.55				94.60	10/27/23	94.60		
Payment	10/27/23												94.60-				
Invoice	11/07/23	10/05/23	11/03/23	0 (A) 2930 (A)	15 (A) 2935 (A)	2000	67	49.72	71.80				121.52	11/29/23	121.52		
Payment	11/29/23												121.52-				
Invoice	12/11/23	11/04/23	12/06/23	15 (A)	127 (A)	11200	339	197.91	336.30				534.21	01/02/24	534.21		

(A) = Actual Read (E) = Estimated Read

Pennsylvania Public Utility Commission  
Bureau of Consumer Services  
Pressure Complaint Form

Water Supplier PA American Water  
Complainant's Name Louis Matzel  
Address: 231 Manchester Drive  
Bushkill, PA 18324

To assist the Bureau with it's inquiry concerning the above complaint, please supply the information requested and return this form with your report.

1. WATER MAIN

- A) Size 6"
- B) Type of Material PVC
- C) Age of Main Unknown. PAWC acquired system in 2002
- D) Describe briefly the location within the distribution system: i.e. long run of single pipe; section of system that has been gridded; etc.

Manchester Drive is a street with a long run of a single water distribution main with street connections on both sides and many customer services.

2. SERVICE PIPE

	Company Owned	Customer Owned
A) Size	<u>3/4"</u>	<u>3/4"</u>
B) Type of Material	<u>Copper</u>	<u>Plastic</u>
C) Age	<u>1 Year old</u>	<u>Unknown</u>
D) Length	<u>22'</u>	<u>Estimate: 80-100'</u>

3. SERVICE CONDITIONS

A) Type of house occupied by complainant

- 1) 1 Story \_\_\_\_\_ 2) Split Level \_\_\_\_\_ 3) 2 Story \_\_\_\_\_ \*  
4) 3 Story \_\_\_\_\_ 5) Other \_\_\_\_\_

B) Elevation difference 1st Floor of house above 0' below 0'  
main 6' feet. First Floor is level with water main.

SERVICE CONDITIONS CONTINUED:

C) Field Investigation; Dates 12/21/2023 Time 1:00PM

- 1) Curb stop found; Open full \* Closed \_\_\_\_\_ Other \_\_\_\_\_  
2) Customers valve at house found: Open Full \_\_\_\_\_ Closed \_\_\_\_\_ Other \*  
3) Main Pressure at or near the complainant's property 122 psi.

4) PRESSURE IN COMPLAINANT'S HOUSE:

- (A) Location of Pressure Reading \_\_\_\_\_  
(B) Static Pressure (No household use) \_\_\_\_\_ psi  
(C) Residual Pressure (Cold water faucet open) \_\_\_\_\_ psi.  
(D) Residual Pressure with (c) and water closet flush \_\_\_\_\_ psi

(5) Supply a brief description of the interior piping in the complainant's house, such as size and type of material of header in basement, risers, etc.

(6) Is standpipe(s) or reservoir(s) on the distribution system?

Yes \* No \_\_\_\_\_

If "Yes", complete the following:

- (a) Height of water in storage at time of test 42' feet.  
(b) Height of Water at overflow 45' feet.

(7) Is distribution system pumped? Yes \_\_\_\_\_ No \*

If "Yes" at the time of test was pump On \_\_\_\_\_ Off \_\_\_\_\_

(8) Such additional information as may be pertinent to full understanding of the circumstances by this Bureau.

**RULES AND REGULATIONS****2. Definitions (cont'd)**

**2.12 Remote Meter Reading Device:** A device which by electrical impulse or otherwise transmits readings from a meter, usually located within a residence, to a more accessible location outside of a residence.

**2.13 Residential Applicant:** A natural person at least 18 years of age not currently receiving service who applies for residential service provided by the Company or any adult occupant whose name appears on the mortgage, deed or lease of the property for which the residential utility service is requested. A Residential Applicant does not include a person who, within 30 days after service termination or discontinuance of service, seeks to have another service reconnected at the same location or transferred to another location within the Company's service territory.

**2.14 Residential Customer:** A natural person at least 18 years of age in whose name a residential service account is listed and who is primarily responsible for payment of bills rendered for the service or any adult occupant whose name appears on the mortgage, deed or lease of the property for which the residential utility service is requested. A Residential Customer includes a person who, within 30 days after service termination or discontinuance of service, seeks to have service reconnected at the same location or transferred to another location within the Company's service territory.

**2.15 Service Line:** The Company-owned piping and appurtenances which run between and are connected to the Company's main and its street service connection.

**2.16 Service Pipe:** That portion of a water line not owned by the Company which transmits water from the Company-owned water main to the Customer's premise. The water service pipe begins at the Company-owned street service connection and continues into the structure on the premise to be supplied.

**2.16a Lead Service Pipe: Any Service Pipe constructed with lead or galvanized pipe located downstream from a Service Pipe constructed with lead. (C)**

**2.17 Single Premise:** A single premise is herein construed to cover a structure used by one family or occupant or where used by more than one family or occupant not adaptable to subdivision.

**2.18 Street Service Connection:** A street service connection is hereby understood to include a connection to the main pipe to and including the control valve and control valve box, used to carry water from the main to the curb line. The control valve and box terminates the Company's responsibility for expense of the street service connection.

**2.19 Temporary Service:** A water service connection which, at the time of application, is anticipated to be in service for less than a 12-month period.

**2.20 Unauthorized Use of Service:** Unreasonable interference or diversion of service, including meter tampering (any act which affects the proper registration of service through a meter), by-passing unmetered service that flows through a device connected between a main or service line and customer-owned facilities, unauthorized service restoration, or the otherwise taking or receiving of water service without the knowledge or approval of the Company.

(C) means Change

**RULES AND REGULATIONS****4. Service Pipes****3.6 Owner or Landlord Responsibility for Service (C)**

If a building is master metered, the Company may, at its discretion, require the building owner or landlord to establish a single account for the building at the master meter in the name of the building owner or landlord even where there are existing meters for individual tenants behind the master meter.

**3.7 Acquired Customers (C)**

Upon acquisition of a water system where the Company is already the wastewater service provider, the Customer of record for water service shall be the same as the Customer of record for wastewater service.

**4.1 Right to Reject**

The Company may refuse to connect with any piping system or furnish water through one already connected if such system is not properly installed and maintained. The Company may also refuse to connect, etc., if lead base materials as defined in the Safe Drinking Water Act have been used after June 19, 1988, in any plumbing beyond the Company's curb stop. It shall be the Customer's responsibility to provide the Company with such certification.

**4.2 Stop and Waste Valve**

The Customer shall install a stop and waste valve on the service pipe immediately inside of the foundation wall of the building supplied and also on the outlet side of the meter. A double check valve shall also be installed on the outlet side of the meter. Such valves should be so located as to be easily accessible to the occupants and to provide proper drainage for the pipes in the building.

**4.3 Service Pipe Limitation**

No fixture shall be attached to or any branch made in the service pipe between the meter and the street main. No extension of service shall be made by the Customer to provide water service to another premise.

**4.4 Trench Restriction**

No service pipe shall be laid in the same trench with gas pipe, sewer pipe, electric cable, telephone cable or any other facility of a public service company, nor within three (3) feet of any open excavation or vault.

**4.5 Service Pipe Specifications**

The Company may specify the size, kind, quality and depth of the materials which shall be laid between the curb valve and the structure on the premise to be supplied. The Company may also disapprove any plumbing materials used within the premise to be supplied.

**[Rules 4.6 and 4.7 moved to following page] (C)**

(C) means Change

**RULES AND REGULATIONS**

**4. Service Pipes (cont'd)**

[Rules 4.6 and 4.7 moved from preceding page]

(C)

**4.6 Check Valve, Backflow Prevention Device and Service Pipe Strainers**

A minimum of an approved American Society of Sanitary Engineering 1024 (ASSE 1024) dual check valve shall be installed on all service pipes for residential service. Residential accounts having a lawn irrigation system or fire sprinkler system will be required to install a reduced pressure zone backflow prevention device on the line which services this part of the customer's system. Reduced pressure zone devices are to be tested and/or repaired annually. On service pipes for commercial or industrial service, a backflow prevention device of a type approved by the Company shall be installed. The location of the double check valve or backflow prevention device shall be approved by the Company. Service pipes used for fire protection must in addition have an approved fire service pipe strainer. The double check valve and backflow prevention device shall be owned and maintained by the Customer. Non-residential Customers shall certify annually, in writing to the Company, that these devices have been maintained and are in working order. This is to include a test and /or repairs performed by an inspector who is a certified backflow prevention device tester. They are also subject to Company inspection at reasonable times. A backflow prevention device tester must be certified by an entity that performs training to test and repair Check valves and backflow prevention devices which meet or exceed American Society of Sanitary Engineering (ASSE), American Backflow Prevention Association (ABPA) or equivalent standards and provides certification that such training has been completed in accordance with these requirements.

**4.7 Pressure Regulators**

When the static pressure is 100 lbs. or more at the Customer's premise, the Customer shall be responsible for the installation and maintenance of a pressure regulator or valve, which shall be installed on the inlet side of the meter.

**4.8 Water use Standards for Plumbing Fixtures**

The Company may refuse to connect with any piping system or furnish water through one already connected in any new construction or renovation which does not comply with the Company's water use standards for plumbing fixtures.

**4.9 Customer Responsibility for Service Pipe**

The Customer shall have full responsibility for the installation, repair, replacement, and maintenance of all Service Pipes, including full responsibility for metered water usage attributable to a leak in the Service Pipe; The failure of a Customer to properly install and maintain a Service Pipe, including replacement, shall constitute grounds for the Company to initiate action to terminate service to the Customer and seek recovery for any damage to the Company's facilities caused by an improperly functioning Service Pipe. Where an undetected, non-surfacing, underground leak is found in a Customer's Service Pipe, the Company shall credit the Customer with a one-time bill adjustment equal to forty percent (40%) of that portion of one month's consumption that exceeds the average monthly usage, based on the prior twelve month period, upon proper verification that the leak has been repaired. The Company shall require documentation to establish, to the Company's satisfaction, the existence of such repaired leak at the Customer's premises. Such bill adjustment will be provided only to the extent the Customer has not received a bill adjustment for an undetected, non-surfacing, underground leak at the same premises in the past five (5) years.

(C) means Change

**PENNSYLVANIA-AMERICAN WATER COMPANY****RULES AND REGULATIONS****15. Liability of Company****15.1 Liability for Damages**

The liability of the Company for any loss or damages due to any negligent act of omission or commission, by the Company, shall be limited to and in no event exceed an amount equivalent to 1/4 the average charge of 4 billing periods to the Customer for the period of service during which such deficiency has occurred. Such average shall be determined by reference to the billed charges to the Customer for the four billing periods immediately prior to the billing period during which the loss or damage occurred.

The Company has limited liability for a service termination performed at the request of a municipality or municipal authority conducted pursuant to 53 P.S. § 3102.501 et seq. or any agreement executed thereunder; all such requests shall be deemed reasonable and proper by the Company without further inquiry. If the Company is found liable for any damages caused by terminating service pursuant to an agreement executed under the law, liability shall be limited to the customer charge for the period in question.

In any legal action where a court does not recognize, or is being asked to interfere with or hamper, the jurisdiction of the Commission to authorize limitations of liability or to exclusively determine whether the service and facilities of the Company are in conformity with the regulation and Order of the Commission, the Company may certify to the Commission the question of the appropriateness of such court action by filing a petition for declaratory judgment with the Commission.

The Company shall not be liable in any action where the loss or damage involves an act of God or does not involve a duty of the Company, including breaks or leaks on facilities that are not owned by the Company, such as breaks, leaks, defects or condition in the Customer's own service line, meter vault, pressure reducing valve, back flow prevention device, check valve, pressure relief valve, or any other control valve, internal plumbing or fixture, or due to the materials out of which those facilities are made. Further, the Company shall not be liable in any action where the loss or damage does not involve a breach of a duty of the Company, including where the Company does not receive actual notice, either written or oral, that a Company facility (located within the public right-of-way, in a sidewalk or on a Customer's property) is in need of repair, such as the condition or elevation of a curb box or valve box that is not proven to have been in that condition at the time of installation or that is caused by a plumber, developer, or other person or event.

**15.2 Defect in Customer's Service or Customer-Owned Meter**

The Company shall in no event be liable for any loss or damage caused by reasons of any break, leak or defect in the Customer's own service pipe, line or fixtures or Customer-owned meter not caused by any negligent act of omission or commission of the Company.

**15.3 Responsibility for Repair and Replacement of Private Water Service Pipe**

The maintenance, repair or replacement of a private water service pipe is the responsibility of the Customer served by the pipe. The Company reserves the right to require the Customer served by a private water service pipe to repair or replace the pipe, or enter into a main extension deposit agreement, at the Customer's option, if the pipe is leaking, can no longer be used for whatever reason, or is otherwise endangering the public's safety. The Customer must perform such repair or replacement, at the Customer's own expense. The Customer must perform such repair or enter into said main extension deposit agreement immediately after receiving notice from the Company that the private water service pipe is endangering the public safety or within ten days after receiving notice from the Company that the pipe is leaking or can no longer be used. The Company reserves the right to terminate water service to the Customer after legal notice if such required action is not taken within the time indicated above.