

From: Chiavetta, Rosemary <rchiavetta@pa.gov>  
Sent: Monday, September 9, 2024 12:41 PM  
To: vcorningstone78@gmail.com  
Cc: Hodge, Christine <christhodg@pa.gov>  
Subject: Docket Number R-2023-3043189 PA American Rate Case

Ms. Corningstone:

Please know that your emailed comments below sent to Chairman DeFrank, Vice Chair Barrow, and Executive Director Berrier of the Pennsylvania Public Utility Commission are being placed on the record of the above docket number to cure the ex parte communication prohibited by Section 334(c) of the Pennsylvania Public Utility Code.

This matter is still a pending, contested proceeding due to a Petition for Reconsideration filed by the City of Scranton on August 6, 2024. Therefore, any communications sent directly to the members and advisory staff of the Commission are not permitted. If you wish to file further comments, please send them directly to me.

Thank you.

Secretary.Rosemary.Chiavetta?Esq;  
Pennsylvania.Public.Utility.Commission  
Commonwealth.Keystone.Building  
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From: Veronica Corningstone <[vcorningstone78@gmail.com](mailto:vcorningstone78@gmail.com)>  
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Subject: [External] Rate Increase

ATTENTION; This email message is from an external sender. Do not open links or attachments from unknown senders. To report suspicious email use the [Report Phishing button in Outlook](#).

Your recent rate increase for a service area (Cumberland County) that was without potable water for 5 days was such a lovely surprise, as I'd forgotten all about it until receiving and paying my bill today. As I sat in a line of cars at the high school on a comfortable 80+ degree August Sunday on which I had nothing better to do, waiting for emergency personnel to put the generous 2-case allocation of Deer Park bottled water into my trunk so that my family and dogs could survive for a then unspecified number of days without being infected with E. coli, I thought to myself, "PA American Water deserves much more of my money for their timely and efficient response to this crisis." After all, we all know how seriously you take water quality issues. The shower heads we have to replace only every six months or so really speak to that.

You should probably ask for more next time, as our bills are just way too inexpensive. Oh wait! I see you wanted to increase your revenue by over \$202 million and the mean old PUC only let you have \$99 million. Can you believe that some people thought it should have been \$0? How nuts!

I'm thrilled to hear that your earnings are up from Q1 (<https://ir.amwater.com/news-and-events/financial-releases/financial-release-details/2024/American-Water-Reports-Solid-Second-Quarter-2024-Results-Narrows-2024-EPS-Guidance-to-Top-Half-of-Range-Affirms-Long-Term-Targets-Announces-Leadership-Changes/default.aspx>). Perhaps you should revise your mission statement to better reflect that your priority is investor earnings and not something silly like high-quality, reliable water service. Who actually needs water to live after all? Q3 is going to be lit after this increase! I can't believe that investor-owned utilities aren't the default, particularly since the potential for earnings is boundless when the service area has no choice but to use your company! Lack of competition is a true hallmark of a competitive capitalist economy (or something like that).

Yours is the only available email address online and I'm wildly guessing at some of the CCs, so please feel free to forward to the individuals in your organization responsible for bringing me such happiness on this otherwise terrible Friday. Just wanted everyone to know what a great job you're doing.