

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265**

Public Meeting held September 12, 2024

Commissioners Present:

Stephen M. DeFrank, Chairman
Kimberly Barrow, Vice Chair
Ralph V. Yanora
Kathryn L. Zerfuss
John F. Coleman, Jr.

Petition of Veolia Water Pennsylvania, Inc.	:	
For Approval of a Lead Service Line	:	P-2023-3042107
Replacement Program	:	

ORDER

BY THE COMMISSION:

We adopt as our action the Recommended Decision of Administrative Law
Judge Emily I. DeVoe dated July 2, 2024;

THEREFORE,

IT IS ORDERED:

1. That the Joint Petition for Unanimous Settlement of All Issues filed on March 22, 2024, and executed by Veolia Water Pennsylvania, Inc., the Office of Consumer Advocate, and the Office of Small Business Advocate, be approved without modification.

2. That, consistent with the terms of the Settlement, Veolia Water Pennsylvania, Inc. be directed to share with the Office of Consumer Advocate and the Office of Small Business Advocate its communications materials, when developed, to be used in connection with the Lead Service Line Replacement Plan, and to report the effectiveness of such materials periodically upon request of the parties.

3. That, consistent with the terms of the Settlement, Veolia Water Pennsylvania, Inc. be directed to make written information about the Lead Service Line Replacement Plan available on its website.

4. That, consistent with the terms of the Settlement, Veolia Water Pennsylvania, Inc. be directed to make all documents implementing the Lead Service Line Replacement Plan available in English with a notation in Spanish, Portuguese, Korean, Gujarati, and Arabic as to how to request the documents in a preferred language.

5. That, consistent with the terms of the Settlement, Veolia Water Pennsylvania, Inc. be directed to make its translation services available to customers who call its customer service line and request translation of the written information into other languages.

6. That, consistent with the terms of the Settlement, Veolia Water Pennsylvania, Inc. be directed to follow the following protocol following an unsuccessful attempt to obtain acceptance to replace a lead service line:

- a. If there is no response within ten days, an opt-in letter will be sent via certified mail to the listed property owner.
- b. If there is no response from the property owner within fourteen days, a phone call will be attempted to the property owner.
- c. Following unsuccessful attempts to obtain acceptance from the property owner, the Company will make a phone call to the property owner.
- d. In cases where the property owner is also the customer, if the call is successful, an in-person meeting can be scheduled at the property to go

over the opt-in letter. If there is no answer, a voicemail will be left noting the findings at the owned property and a direct call-back number to a VWPA employee will be left.

- e. If there is no response within five days, a second attempt phone call will be made and if unsuccessful, another voicemail will be left.
- f. In cases where the property owner is not the customer, the customers will also be notified and used as an avenue to make contact with the owner of the property.

7. That Veolia Water Pennsylvania, Inc. be directed to submit lead service line program reports in compliance with 52 Pa. Code § 65.59.

8. That Veolia Water Pennsylvania, Inc. be directed to periodically update the Plan, in compliance with 52 Pa. Code § 65.57.

9. That, consistent with the terms of the Settlement, VWPA be directed that, in the event the Company finds lead in a Company-owned or customer-owned service line, the Company will provide a report detailing the location, number of affected pipes, and estimated remediation time for the lead service lines to the Commission, the OCA and the OSBA within 60 days of the discovery of the lead service line.

10. That, consistent with the terms of the Settlement, VWPA be directed to replace all existing Company-owned and customer-owned lead service lines within three years of completion of the lead service line replacement inventory.

11. That the Commission issue any other approvals or certificates appropriate, customary, or necessary under the Pennsylvania Public Utility Code for Veolia Water Pennsylvania, Inc. to carry out the lead service line replacement program, consistent with the terms of the Settlement, in a lawful manner.

12. That, within thirty days of the entry date of the Commission's Final Order in this matter, Veolia Water Pennsylvania, Inc. shall file an amended Lead Service Line Replacement Plan, modified Long-Term Infrastructure Improvement Plan, and tariff supplement at Docket No. P-2023-3042107, that incorporates any modifications thereto consistent with these proceedings and findings herein with the Secretary's Bureau, and serve a copy upon the Bureau of Technical Utility Services and all active Parties in this proceeding.

13. That the Bureau of Technical Utility Services shall complete its review of the amended Lead Service Line Replacement Plan, modified Long-Term Infrastructure Improvement Plan, and tariff supplement subject to the schedule in place at the time the proceeding was assigned to the Office of Administrative Law Judge for hearings in this matter and submit an order for Commission consideration.

14. That, the proceeding at Docket No. P-2023-3042107 shall remain open pending completion of the Bureau of Technical Utility Services review as ordered in Ordering Paragraph No. 13 above.

BY THE COMMISSION,



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: September 12, 2024

ORDER ENTERED: September 12, 2024