

Data Request Set 1

Investigation of Quality-of-Service Issues in Pennsylvania-American Water Company's Northeastern Service Territory, Docket No. M-2024-3051789

Note: Please restate the data request prior to providing a response. In addition, provide the name and title of the person(s) providing the response and/or information for each data request.

- M-1. Please provide the following information, in a live electronic spreadsheet format, for each of Pennsylvania-American Water Company's (PAWC) discrete water systems in the Pennsylvania Department of Environmental Protection's (DEP's) Northeast Region. Please use a separate sheet for each discrete water system and use the same table format and layout for each sheet.
- a. Identify the name of the system;
 - b. Quantify the system's number of customers by class;
 - c. Identify the system's water source name and indicate its type (e.g., groundwater well, surface water);
 - d. Indicate whether the system is supplied with purchased water from another water provider and, if so, identify the provider and quantify, in gallons, the amount of purchased water for each month from January 2021 to June 2024 (Review Period);
 - e. Indicate whether the system includes an unfinished water supply reservoir(s), and, if so, identify the reservoir name and quantify its storage volume in acre-feet;
 - f. Indicate whether the system includes a finished water storage tank(s) and, if so, provide the tank identifier and type (e.g., standpipe, elevated) and quantify the associated storage volume(s) in gallons;
 - g. Quantify the system's total length of water main in linear feet;
 - h. Quantify the system's peak and average daily water demand for each month in the Review Period;
 - i. Quantify the system's highest measured distribution system chlorine residual along with its associated sample location for each month in the Review Period;
 - j. Quantify the system's highest measured turbidity for finished water along with its associated sample location for each month in the Review Period;

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- k. Quantify the highest measured concentration of iron for finished water along with its associated sample location for each month in the Review Period;
 - l. Quantify the highest measured concentration of manganese for finished water along with its associated sample location for each month in the Review Period;
 - m. Quantify the number of main breaks for each month in the Review Period;
and
 - n. Quantify the number of main breaks that resulted in a loss of over 500,000 gallons of water and note the main diameter and material type for each month in the Review Period.
- M-2. For each main replacement project that PAWC has conducted during the Review Period in DEP's Northeast Region with a capital cost of \$200,000 or more, please provide the following information in a live electronic spreadsheet format (Note: If the main replacement project included multiple locations, indicate the length of main replaced for each location.):
- a. Identify the discrete system in which the project occurred;
 - b. Identify the start and end dates of the project;
 - c. Quantify the length of main replaced; and
 - d. Quantify the cost of the main replacement project.
- M-3. Please explain how PAWC communicates upcoming main replacement work or other capital projects that may impact water service to affected customers and provide copies of any notifications that PAWC has sent to affected customers in past such instances.
- M-4. For each of PAWC's discrete water systems in DEP's Northeast Region, please identify and describe any DEP compliance actions (Notices of Violation, etc.) during the Review Period.
- M-5. Please provide copies of all discovery from the proceeding at Docket No. R-2023-3043189 relevant to quality-of-service in DEP's Northeast Region.
- M-6. Please quantify the average number of main breaks per mile in all PAWC systems statewide by year for the preceding three years.

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- M-7. In PAWC's Statement No. 2-R, Rebuttal Testimony of James Runzer, PAWC referenced a source water seasonal turnover event at the Lake Scranton Water Treatment Plant that caused system wide issues. Please provide a detailed description of this event, the effect this event had on the system, and any steps being taken to prevent similar system issues from occurring in the future.
- M-8. Please describe any actions that PAWC has taken to resolve customer complaints related to quality-of-service in DEP's Northeast Region since the filing of its rate case at Docket No. R-2023-3043189.