PENNSYLVANIA AMERICAN WATER

Teresa K. Harrold
Director, Corporate Counsel
852 Wesley Drive | Mechanicsburg, PA 17055
Phone: 717-550-1562 | Fax: 717-550-1255
teresa.harrold@amwater.com

VIA eFiling

November 8, 2024

PUBLIC VERSION

Rosemary Chiavetta, Secretary
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120

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

Dear Secretary Chiavetta:

In response to the Secretarial Letter dated October 25, 2024, issued at the above-referenced docket, enclosed are Pennsylvania-American Water Company's responses to Data Request Set 1. Please note that exhibits to responses M-1 and M-4 have been marked CONFIDENTIAL, and these exhibits are being provided through the Commission's SharePoint File System. The Company respectfully requests that this information be maintained in a non-public folder.

Copies of the responses are also being provided to the Commission's Law Bureau and the Bureau of Technical Utility Services.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Teresa K. Harrold

Enclosure

cc: Pennsylvania Public Utility Commission – Law Bureau:
David E. Screven, Chief Counsel, Law Bureau w/Enc.
Hayley E. Hinken, Assistant Counsel, Law Bureau w/Enc.
Pennsylvania Public Utility Commission - Bureau of Technical Utility Services:
Paul T. Diskin, Director w/Enc.
Dan Searfoorce, Manager – Water, Reliability and Emergency Preparedness w/Enc.
Sean Donnelly, Fixed Utility Valuation Engineer Supervisor w/Enc.

Pennsylvania-American Water Company's Responses to Data Request Set 1

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

M-01 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;
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.

Response:

Please see PAWC's response to CONFIDENTIAL M-01_Attachment.

Pennsylvania-American Water Company's Responses to Data Request Set 1

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

Please note items i, j, k, and l include monitoring data and the corresponding sample locations. The provided sample locations correspond to PAWC's monitoring plans, which contain confidential security information and therefore were not provided. If needed, the plans are on file at the PA Department of Environmental Protection.

Responsible Witness: Traci Cross
Sr. Director Operations

Brandy Braun
Dir., WQ & Environ Compliance

M-01_Attachment

CONFIDENTIAL

Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

M-02 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

Response: Please see PAWC's response in M-02_Attachment.

Responsible Witness: Traci Cross
Sr. Director Operations

Bruce Aiton
VP, Engineering

Discret System Name	Project Start Date	Project End Date	Cost of main replacement	Length of main replaced (feet)
Abington	6/1/2023	6/30/2023	$ 233,582.00	1,054
Abington	6/1/2023	7/31/2023	$ 283,192.00	1,096
Abington	5/23/2023	6/28/2023	$ 123,216.00	441
Abington	7/1/2023	8/14/2023	$ 90,904.00	464
Abington	7/1/2023	8/14/2023	$ 47,347.00	185
Abinton	5/1/2023	6/22/2020	$ 156,375.00	680
Bangor	1/1/2021	3/3/2021	$ 271,773.00	510
Bangor	4/1/2022	5/31/2022	$ 699,837.00	3,037
Bangor	5/1/2022	7/12/2022	$ 121,181.00	450
Bangor	5/1/2023	7/25/2023	$ 397,655.15	972
Bangor	6/1/2024	12/14/2023	$ 446,132.00	1,500
BROWNELL	10/19/2023	10/3/2024	$ 233,483.08	731
BROWNELL	10/10/2023	11/29/2024	$ 309,211.01	942
BROWNELL	10/27/2023	11/29/2024	$ 251,997.22	842
BROWNELL	11/21/2023	10/3/2024	$ 209,193.85	780
BROWNELL	11/8/2023	11/29/2024	$ 234,721.04	690
BROWNELL	10/9/2023	11/29/2024	$ 321,155.84	1,150
BROWNELL	12/1/2022	6/28/2024	$ 1,590,000.00	7,100
CEASETOWN	7/29/2021	6/22/2022	$ 251,771.65	969
CEASETOWN	8/11/2021	6/22/2022	$ 476,001.54	1,995
CEASETOWN	5/20/2021	10/27/2022	$ 735,847.64	3,864
CEASETOWN	2/21/2022	9/1/2023	$ 318,919.60	1,352
CEASETOWN	3/17/2022	7/22/2024	$ 236,382.39	985
CEASETOWN	4/12/2022	7/22/2024	$ 472,876.95	1,369
CEASETOWN	7/14/2022	9/1/2023	$ 642,727.46	2,141
CEASETOWN	5/12/2022	9/1/2023	$ 583,821.72	2,019
CEASETOWN	4/29/2022	9/1/2023	$ 254,424.66	1,030
CEASETOWN	4/12/2022	6/12/2023	$ 498,270.22	1,702
CEASETOWN	5/17/2023	7/22/2024	$ 345,783.78	1,531
CEASETOWN	6/21/2023	11/29/2024	$ 207,092.09	652
CEASETOWN	3/7/2023	7/22/2024	$ 284,460.75	943
CEASETOWN	10/4/2023	7/22/2024	$ 556,563.70	2,376
CEASETOWN	8/7/2023	7/22/2024	$ 991,619.11	3,414
CEASETOWN	10/19/2023	11/29/2024	$ 276,862.22	950
CEASETOWN	9/7/2023	11/29/2024	$ 565,195.06	1,709
CEASETOWN	10/3/2023	11/29/2024	$ 479,907.61	1,510
CEASETOWN	10/27/2023	11/29/2024	$ 292,685.85	975
CEASETOWN	7/19/2023	11/29/2024	$ 253,418.69	870
CEASETOWN	7/11/2023	7/22/2024	$ 380,899.06	1,480
CEASETOWN	6/20/2023	11/29/2024	$ 564,520.37	1,934
CEASETOWN	2/16/2024	10/3/2024	$ 222,403.71	679
CEASETOWN	2/29/2024	10/3/2024	$ 255,796.33	764
CEASETOWN	6/17/2024	11/29/2024	$ 337,461.16	1,006
CEASETOWN	6/17/2024	11/29/2024	$ 483,073.05	1,165
CEASETOWN	1/10/2024	11/29/2024	$ 327,740.69	1,159

Discret System Name	Project Start Date	Project End Date	Cost of main replacement	Length of main replaced (feet)
CEASETOWN	1/30/2024	11/29/2024	$ 258,259.52	882
CEASETOWN	1/23/2024	11/29/2024	$ 281,360.63	748
CEASETOWN	3/5/2024	11/29/2024	$ 234,307.56	841
CEASETOWN	11/27/2023	11/29/2024	$ 261,543.33	768
CEASETOWN	12/21/2021	11/29/2024	$ 4,027,000.00	10,400
CEASETOWN	9/1/2020	3/30/2023	$ 3,195,000.00	5,960
CRYSTAL LAKE	3/31/2023	7/22/2024	$ 424,280.15	2,235
FALLBROOK	11/27/2023	11/29/2024	$ 242,866.57	703
FERNWOOD	10/1/2021	6/30/2023	$ 1,531,000.00	6,865
Frackville	6/1/2024	11/30/2024	$ 312,000.00	1,200
Frackville	3/1/2023	7/31/2023	$ 233,740.00	899
Frackville	7/1/2022	8/31/2022	$ 225,000.00	900
HUNTSVILLE	5/3/2021	6/22/2022	$ 353,749.05	1,267
HUNTSVILLE	5/13/2022	6/12/2023	$ 240,172.54	944
HUNTSVILLE	6/13/2022	6/12/2023	$ 425,194.61	1,826
HUNTSVILLE	5/23/2022	6/12/2023	$ 500,490.39	2,050
HUNTSVILLE	5/13/2022	6/12/2023	$ 459,485.93	1,760
HUNTSVILLE	12/5/2023	11/29/2024	$ 327,500.65	1,900
HUNTSVILLE	12/4/2023	11/29/2024	$ 373,823.35	909
HUNTSVILLE	10/20/2023	11/29/2024	$ 632,382.36	1,946
HUNTSVILLE	1/8/2024	11/29/2024	$ 459,116.60	1,168
LAKE SCRANTON	8/23/2021	11/29/2022	$ 884,093.52	3,245
LAKE SCRANTON	5/6/2021	6/22/2022	$ 756,171.04	2,275
LAKE SCRANTON	4/16/2021	6/22/2022	$ 306,794.52	1,215
LAKE SCRANTON	4/7/2021	6/22/2022	$ 396,836.66	1,444
LAKE SCRANTON	4/1/2021	6/22/2022	$ 217,195.17	824
LAKE SCRANTON	6/7/2021	6/22/2022	$ 309,636.42	1,279
LAKE SCRANTON	8/6/2021	6/22/2022	$ 456,556.18	1,639
LAKE SCRANTON	3/10/2021	12/28/2021	$ 366,961.32	1,260
LAKE SCRANTON	5/12/2021	6/22/2022	$ 202,936.31	951
LAKE SCRANTON	4/15/2021	6/22/2022	$ 223,350.78	874
LAKE SCRANTON	3/25/2021	12/28/2021	$ 343,797.50	824
LAKE SCRANTON	11/19/2021	10/27/2022	$ 224,161.10	902
LAKE SCRANTON	11/19/2021	10/27/2022	$ 255,146.46	963
LAKE SCRANTON	1/18/2022	11/29/2022	$ 341,798.27	1,192
LAKE SCRANTON	12/30/2021	6/12/2023	$ 279,486.96	1,120
LAKE SCRANTON	6/20/2022	9/1/2023	$ 988,922.18	2,332
LAKE SCRANTON	4/13/2022	9/1/2023	$ 1,072,404.87	3,560
LAKE SCRANTON	3/17/2022	6/12/2023	$ 668,253.63	2,776
LAKE SCRANTON	5/24/2022	6/12/2023	$ 338,836.25	1,250
LAKE SCRANTON	2/8/2022	10/27/2023	$ 350,975.99	1,295
LAKE SCRANTON	10/27/2022	9/1/2023	$ 220,102.83	736
LAKE SCRANTON	9/29/2022	6/9/2023	$ 228,448.24	627
LAKE SCRANTON	10/7/2022	11/29/2024	$ 217,113.71	611
LAKE SCRANTON	10/4/2022	9/1/2023	$ 558,652.86	1,607
LAKE SCRANTON	11/1/2022	9/1/2023	$ 572,752.67	1,947

Discret System Name	Project Start Date	Project End Date	Cost of main replacement	Length of main replaced (feet)
LAKE SCRANTON	4/10/2023	11/29/2024	$ 332,176.96	1,213
LAKE SCRANTON	6/2/2023	7/22/2024	$ 412,241.47	1,339
LAKE SCRANTON	5/10/2023	7/22/2024	$ 308,629.88	1,072
LAKE SCRANTON	7/19/2023	11/29/2023	$ 401,517.75	1,362
LAKE SCRANTON	8/14/2023	11/29/2024	$ 1,029,314.49	2,962
LAKE SCRANTON	7/5/2023	7/22/2024	$ 479,167.34	1,558
LAKE SCRANTON	1/11/2023	7/22/2024	$ 800,359.37	2,808
LAKE SCRANTON	2/7/2023	7/22/2024	$ 712,983.25	2,185
LAKE SCRANTON	5/31/2023	11/29/2024	$ 647,509.18	2,015
LAKE SCRANTON	2/6/2023	7/22/2024	$ 630,117.19	2,905
LAKE SCRANTON	10/4/2023	11/29/2024	$ 693,255.29	2,553
LAKE SCRANTON	9/5/2023	11/29/2024	$ 962,770.77	2,629
LAKE SCRANTON	2/23/2023	11/29/2024	$ 566,979.80	3,248
LAKE SCRANTON	3/17/2023	7/22/2024	$ 340,404.30	1,384
LAKE SCRANTON	3/9/2023	11/29/2024	$ 692,067.25	2,495
LAKE SCRANTON	8/7/2023	11/29/2024	$ 422,086.84	1,679
LAKE SCRANTON	11/7/2023	10/3/2024	$ 914,429.49	3,396
LAKE SCRANTON	11/6/2023	11/29/2024	$ 302,718.14	1,195
LAKE SCRANTON	11/16/2023	11/29/2024	$ 446,227.16	1,150
LAKE SCRANTON	1/30/2024	10/3/2024	$ 1,075,663.74	3,705
LAKE SCRANTON	1/30/2024	10/3/2024	$ 950,390.91	3,251
LAKE SCRANTON	2/14/2024	10/3/2024	$ 316,042.74	926
LAKE SCRANTON	11/10/2023	11/29/2024	$ 204,844.42	720
LAKE SCRANTON	2/21/2024	11/29/2024	$ 395,105.96	952
LAKE SCRANTON	2/15/2024	10/3/2024	$ 406,729.91	1,245
LAKE SCRANTON	2/21/2024	11/29/2024	$ 1,171,180.92	4,442
LAKE SCRANTON	2/20/2024	11/29/2024	$ 283,423.51	1,098
LAKE SCRANTON	2/1/2024	11/29/2024	$ 307,370.31	1,168
LAKE SCRANTON	2/27/2024	7/22/2024	$ 205,411.67	783
LAKE SCRANTON	11/2/2023	11/29/2024	$ 230,194.41	904
LAKE SCRANTON	12/4/2023	11/29/2024	$ 279,768.94	919
LAKE SCRANTON	5/20/2024	11/29/2024	$ 836,477.14	2,394
LAKE SCRANTON	10/25/2023	11/29/2024	$ 254,600.73	900
LAKE SCRANTON	10/20/2023	11/29/2024	$ 484,330.62	1,977
LAKE SCRANTON	4/1/2024	11/29/2024	$ 461,609.69	1,142
LAKE SCRANTON	6/26/2024	11/29/2024	$ 984,338.52	3,420
LAKE SCRANTON	4/18/2023	12/31/2024	$ 3,936,000.00	6,580
LP-PMFLE	23-Feb	8/16/2023	$ 473,518.00	2,625
LP-PMFLE	Feb-23	8/30/2023	$ 243,784.00	1,681
LP-PMFLE	23-Feb	8/16/2023	$ 189,185.00	1,392
LP-Saw Creek	21-Oct	11/2/2021	$ 267,428.00	2,100
LP-Wild Acres	May-22	7/13/2022	$ 503,406.00	2,512
LP-Wild Acres	May-22	6/28/2022	$ 86,751.00	400
Montrose	Sep-22	10/31/2022	$ 1,388,559.00	2,782
Montrose	22-Aug	8/29/2022	$ 437,708.00	1,000
Montrose	Aug-23	11/28/2023	$ 572,691.00	1,667

Discret System Name	Project Start Date	Project End Date	Cost of main replacement	Length of main replaced (feet)
Montrose	Sep-23	11/28/2023	$ 641,476.00	1,060
Montrose	Jul-23	11/17/2023	$ 517,913.00	1,425
Nazareth	May-21	7/29/2021	$ 993,624.00	3,767
Nazareth	Nov-21	12/23/2021	$ 236,119.00	440
Nazareth	Jan-21	2/18/2021	$ 259,957.00	780
Nazareth	Nov-21	12/22/2021	$ 186,931.00	700
Nazareth	Jun-21	8/29/2022	$ 279,361.00	830
Nazareth	Jul-22	8/18/2022	$ 576,906.00	1,490
Nazareth	Jun-22	6/22/2022	$ 476,003.00	1,830
Nazareth	Apr-22	5/27/2022	$ 174,562.00	490
Nazareth	Apr-22	5/27/2022	$ 121,658.00	520
Nazareth	Jun-22	8/29/2022	$ 1,147,688.00	3,390
Nazareth	Nov-22	12/19/2022	$ 493,502.00	1,700
Nazareth	Sep-22	10/26/2022	$ 1,472,393.00	6,600
NESBITT	4/5/2022	6/12/2023	$ 208,803.53	728
NESBITT	3/29/2022	9/1/2023	$ 590,238.17	3,049
NESBITT	4/26/2022	9/1/2023	$ 490,883.70	2,852
NESBITT	3/10/2022	9/1/2023	$ 223,259.81	924
OLWEN HEIGHTS	4/1/2024	11/29/2024	$ 641,601.94	3,821
Pocono	Jun-21	8/24/2021	$ 732,084.00	3,300
Pocono	Jun-22	8/9/2022	$ 540,350.17	2,790
Pocono	May-22	7/14/2022	$ 335,669.95	1,875
Pocono	Apr-22	5/16/2022	$ 177,792.39	759
Pocono	Apr-23	7/18/2023	$ 1,075,897.17	5,002
Pocono	May-23	5/31/2023	$ 161,748.10	657
Pocono	Jul-24	8/2/2023	$ 501,059.30	2,226
Pocono	May-24	6/27/2023	$ 79,030.60	533
Susquehanna/Hallstead	Jun-21	12/21/2021	$ 1,018,924.00	3,146
Susquehanna/Hallstead	Jul-23	7/31/2023	$ 193,174.00	835
WATRES	8/31/2021	10/27/2022	$ 965,964.66	3,410
WATRES	2/14/2022	11/29/2022	$ 295,590.59	1,523
WATRES	3/17/2022	11/29/2022	$ 410,924.09	1,474
WATRES	5/27/2022	1/2/2024	$ 663,149.27	2,247
WATRES	5/12/2022	1/2/2024	$ 370,230.69	1,062
WATRES	2/2/2022	11/29/2022	$ 448,839.51	1,515
WATRES	5/9/2022	6/12/2023	$ 222,172.81	1,009
WATRES	11/1/2022	7/22/2024	$ 573,021.79	1,425
WATRES	11/9/2022	11/29/2023	$ 235,098.13	895
WATRES	3/13/2023	7/22/2024	$ 340,758.93	782
WATRES	2/21/2023	7/22/2024	$ 629,536.38	1,866
WATRES	4/17/2023	7/22/2024	$ 274,921.59	942
WATRES	9/19/2023	7/22/2024	$ 464,351.08	1,138
WATRES	8/29/2023	7/22/2024	$ 359,631.13	1,136
WATRES	8/3/2023	7/22/2024	$ 321,266.35	883
WATRES	7/19/2023	7/22/2024	$ 329,027.44	1,435
WATRES	6/13/2023	11/29/2024	$ 777,814.80	1,294

Discret System Name	Project Start Date	Project End Date	Cost of main replacement	Length of main replaced (feet)
WATRES	5/10/2023	11/29/2024	$ 460,377.59	1,388
WATRES	11/1/2023	11/29/2024	$ 940,046.89	3,081
WATRES	4/16/2024	11/29/2024	$ 308,592.13	842
WATRES	4/5/2024	11/29/2024	$ 238,604.18	816
WATRES	3/7/2024	11/29/2024	$ 232,783.72	724
WATRES	3/14/2024	11/29/2024	$ 238,495.11	818
WATRES	1/1/2019	12/31/2024	$ 4,149,000.00	10,000
Winola	6/1/2021	1/25/2022	$ 124,635.00	1,152
Winola	6/1/2021	5/26/2022	$ 167,591.00	2,300
Winola	6/1/2021	5/26/2022	$ 108,170.00	628
Winola	6/1/2021	6/7/2022	$ 154,961.00	981
Winola	8/1/2023	9/18/2023	$ 218,607.00	1,007

Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

M-03 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.

Response:

PAWC communicates upcoming main replacement work or other capital projects that may impact water service to affected customers using a variety of methods including:

- Alerts 1 View – electronic system that provides project details to customers via phone calls.
- Direct Mailers
- Press Releases
- Door to Door Personal Contact (all businesses are personally contacted prior to the start of the project).
- PAWC Website – Customer Advisory Map

Examples provided in separate attachments:

M-03 Attachment 1 – Alerts 1 View General Script for Main Replacement Project
M-03 Attachment 2 – DSIC Project Letter 2024
M-03 Attachment 3 – PA American Water Scranton Improvement Project
M-03 Attachment 4 – Customer Advocacy Map Fact Sheet

Responsible Witness: Traci Cross
Sr. Director Operations

DSIC construction
Hello! This is an important notification from Pennsylvania American Water. We will be installing a new water main on your street beginning [INSERT MONTH & DAY]. This work will affect the following streets: [INSERT STREETS WHEN APPLICABLE: INSERT MUNICPALITY]. You will be notified prior to any emergency water service interruptions and prior to transferring your service to the new main, by our on site Contractor and Inspector.

During this work period, customers might experience cloudy or discolored water. If your water is discolored, wait until it runs clear before using. This should typically take only a few minutes. For more information or to see a map of the affected area please go to Pennsylvaniaamwater.com and click on 'Alerts'.

Thank you for your patience while we make this improvement to better serve you.

Tie Ins
Hello! This is an important notification from Pennsylvania American Water. Our crews will be making improvements in your area on [DAY, MONTH DATE], affecting water service in [YOUR AREA/TOWN/STREET NAMES]. Work will begin at approximately [TIME] causing low pressure, no water or discolored water in the affected area. Work is expected to last approximately 8 hours.

If your water is discolored, wait until it runs clear before using. This should typically take only a few minutes. For more information or to see a map of the affected area please go to Pennsylvaniaamwater.com and click on
'Alerts'.

Thank you for your patience while we make this improvement to better serve you.

Restoration
Hello! This is an important notification from Pennsylvania American Water. Contractors will be working in your area beginning DATE until DATE to complete restoration in the area where a new water main was recently installed. Contractors will be working from [TIME to TIME] along the following streets: [LIST STREETS]. During this work, [CHOOSE CORRECT OPTION: residents will have limited access to the street OR the road will be closed to traffic in the area where paving is taking place.

PENNSYLVANIA AMERICAN WATER

WE KEEP LIFE FLOWING®

BE SAFE. SLOW DOWN IN WORK ZONES.

Your safety, as well as the safety of your neighbors and our workers, is important to us! We work hard to keep our job sites safe, and we appreciate your effort to slow down and use caution around the construction site.

QUESTIONS?

Call our project contact, listed at the right.

For water emergencies, we're available 24/7 at 1-800-565-7292.

Pennsylvania American Water offers translation assistance. For this service, call 1-800-565-7292.

Pennsylvania American Water ofrece asistencia de traducción de cortesía. Para este servicio, llame al 1-800-565-7292.

PA.SLR.5 02-2023

We're investing in your neighborhood.

WATER MAIN REPLACEMENT PROJECT TO START SOON

At Pennsylvania American Water, we're committed to providing our customers with safe, reliable water service. This requires investing in our treatment and distribution systems, and one of these projects is about to take place near you. The project involves replacing aging water main, as well as utility-owned service lines and fire hydrants along the pipeline route (see reverse for more information about service lines).

PROJECT OVERVIEW AND WHAT YOU CAN EXPECT

- **Install, disinfect, test and place new main into service.** While we interconnect the new main to the distribution system, you may experience a temporary service interruption. You may also experience a slight discoloration of water. If this happens, run the water until it is clear.
- **Replace utility-owned service lines and transfer customers to the new main.** Once the main is installed, we'll return to connect customers to the new main. This may involve replacing utility-owned service lines. If we're replacing the utility-owned service line at your property, typically there is a 30- to 60-minute interruption of service while the contractor connects the new service line. We'll attempt to notify you 24 hours in advance. We'll also notify you on the day the service line is replaced with instructions on how to flush your household plumbing prior to using water. It is important that you read and follow these instructions. If you're not home, we'll leave the instructions at your front door. You may want to consider storing a few gallons of water for drinking and cooking during the service line work.
- **Perform final paving and any restoration of concrete, driveway, grass and landscaping.**

Our crews will work as quickly as possible to shorten the length of these temporary inconveniences. We appreciate your patience and understanding during this project.

ABOUT THE PROJECT

Investment:	We're investing $90,000.00 in your neighborhood.
What:	We're replacing 385 feet of aging pipe that was installed in the 2000's with 6-inch ductile iron main.
Where:	Work will be conducted on 1st Street.
When:	Weather permitting, our contractor, Leeward Construction, will begin work on or about the week of January 29. Final street restoration will be completed in the fall of 2024.
Work Hours:	7 a.m. to 5 p.m., Monday through Friday. Work on weekends and evenings is not expected unless required to maintain the project schedule.
Project Contact:	Jessica Miller, Field Operations Supervisor, 570-369-3374

WHAT'S YOUR SERVICE LINE MADE OF?

Over the years, plumbers have used different service line materials, including copper, PVC, lead, galvanized steel, and others. One way to find out what your service line is made of is to contact a licensed plumber. You can also scan the QR code below for tips to identify your service line material. Additionally, if we find lead piping during our main replacement project, we'll contact you to discuss replacing your service line to reduce your potential exposure to lead. Learn more at **pennsylvaniaamwater.com/Leadfacts**.

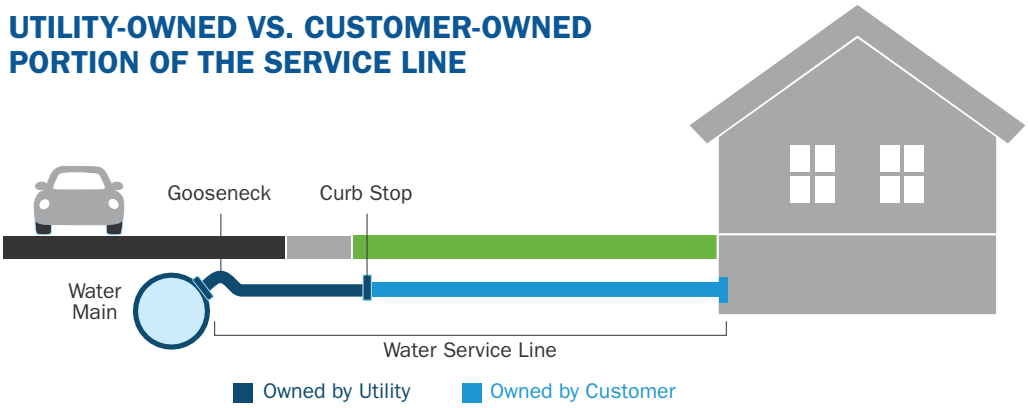
Scan here for tips on how to identify what your service line is made of.

ABOUT SERVICE LINES

There are two components of a service line.

- **Utility-owned portion of the service line:** This is the portion of the service line that extends from the company's main in the street to the company shut off valve (generally located near the curb).
- **Customer-owned portion of the service line:** The property owner is responsible for this portion. It extends from the company shut off valve to the inside plumbing.

UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

TRAFFIC FLOW AND ACCESSIBILITY

Sections of street where construction is taking place may be closed during work hours. All traffic control will be coordinated with local police or road authorities. Motorists should use caution, obey traffic signs and follow detour routes when driving in the area.

NOISE

As with any construction project, some noise will be unavoidable with this project. We apologize for any inconvenience and appreciate your understanding and cooperation.

SITE MAINTENANCE

The project site will be maintained and cleaned each day before contractors have completed work.

HOW SHOULD WE REACH YOU IN AN EMERGENCY?

Pennsylvania American Water uses a mass-notification system to keep customers informed about water-related emergencies and alerts. Log on to MyWater, our online self-service portal at **amwater.com/mywater** to make sure your contact information is up-to-date. While you're there, tell us how you prefer to receive our notifications: by phone, text and/or email.*

**Standard text, data and phone rates may apply.*

RIPPLE EFFECT: Investments Create Jobs

Infrastructure upgrades are important investments in public health and safety; they also help support the economic health of the communities we serve. Economic impact studies show that for every $1 million invested in water infrastructure, upwards of 15 jobs are generated throughout the economy.

Press Release

PENNSYLVANIA AMERICAN WATER

Pennsylvania American Water Begins $8.2 Million Water Line Upgrade Project in Scranton

More than five miles of pipe to be replaced

SCRANTON, Pa. (March 7, 2024) – Pennsylvania American Water today announced the start of a more than $8.2 million project to replace nearly 30,000 feet of water main in the city of Scranton to improve reliability for customers, reduce service disruptions, and increase water flows for firefighting. The project replaces pipe dating back to the 1890s.

“Continuous investment in our infrastructure allows us to better serve our customers,” said Daniel Rickard, senior manager of operations, Pennsylvania American Water. “Replacing aging pipe helps minimize service interruptions and continue to meet growing demands.”

The project, which started last last month, involves company contractors replacing nearly 30,000 feet of existing smaller diameter pipe with new eight- and 12-inch ductile iron mains along several city streets, including:

- Rundle Street – Main Avenue to dead end
- Watson Street – Main Avenue to dead end
- Maple Street
- Prescott Avenue – Ash Street to William Street
- Cherry Street – Pittston Avenue to Prospect Avenue
- Brook Street - Pittston Avenue to Prospect Avenue
- East Locust Street - Pittston Avenue to Prospect Avenue
- Prospect Avenue – Pittston Avenue to Bergen Court
- Alder Street – Cedar Avenue to Bergen Court
- East Gibson Street – Harrison Avenue to Richter Avenue
- Washburn Street – Hyde Park to Sherman Avenue
- North/South Sherman Avenue – Price Street to Luzerne Street
- North/South Grant Street – Price Street to Washburn Street
- Morris Avenue – Washburn Street to Jackson Street
- Snook Street
- Penn Avenue – Spruce Street to Mulberry Street
- Pittston Avenue – Kane Street to Sanders Street
- Sanders Street - Pittston Avenue to Birney Avenue

Crews will work weekdays between 7 a.m. and 5 p.m. Traffic restrictions will be in place during construction. The company expects to complete the water main installation, including connecting all customer service lines to the new mains this summer, with final restoration and paving scheduled for fall.

During construction, customers might experience temporary service interruptions, discolored water, and/or lower than normal water pressure. Crews will work as quickly as possible to shorten the length of these temporary inconveniences. For our customers’ safety and the safety of our employees, we ask that members of the public do not approach our employees or contractors. For more information, contact Pennsylvania American Water’s customer service center at 1-800-565-7292.

About Pennsylvania American Water

Press Release

Pennsylvania American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing high-quality and reliable water and wastewater services to approximately 2.3 million people.

About American Water
American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

For more information, visit amwater.com and join American Water on LinkedIn, Facebook, X and Instagram.

Media Contact:
Susan Turcmanovich
External Affairs Manager
570-351-0120
susan.turcmanovich@amwater.com

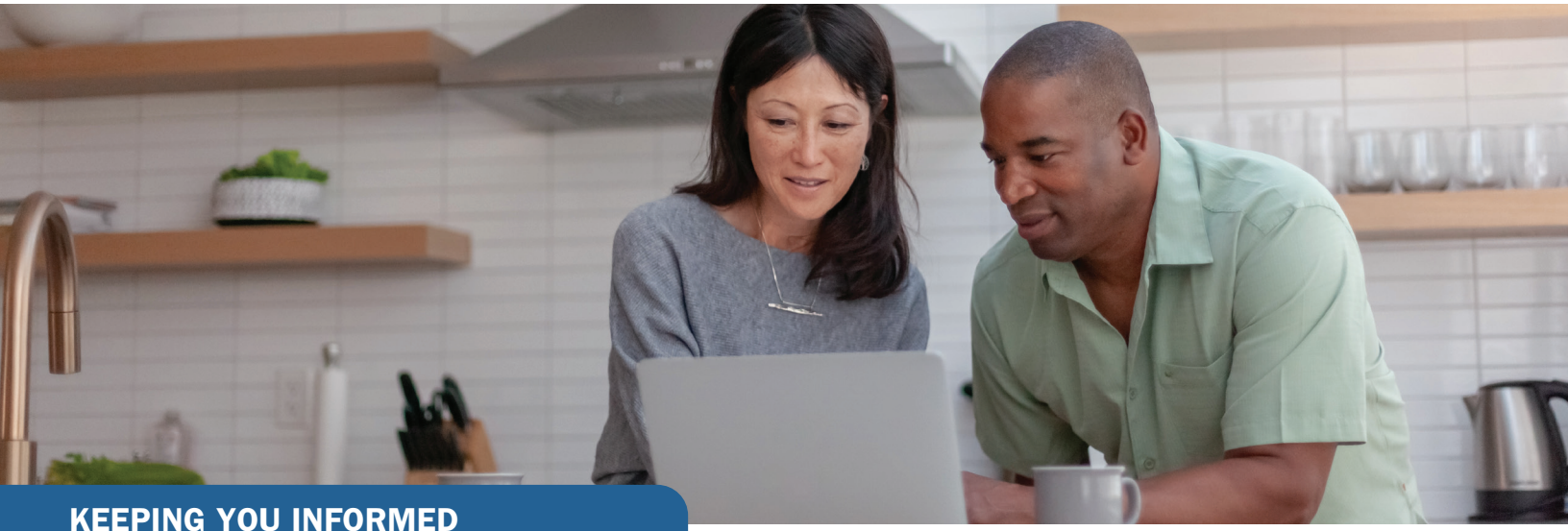
###

CUSTOMER ADVISORY MAP

M-03_Attachment 4

PENNSYLVANIA AMERICAN WATER

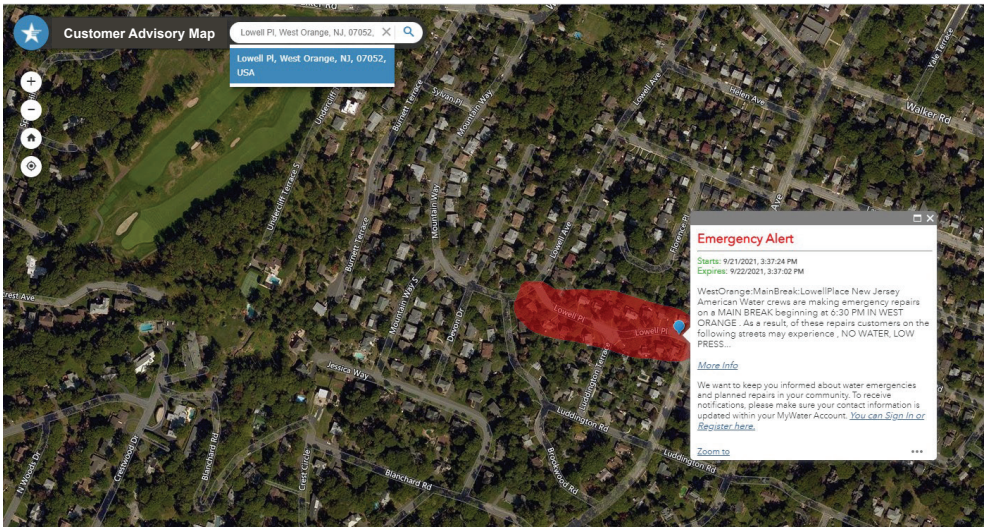
WE KEEP LIFE FLOWING®

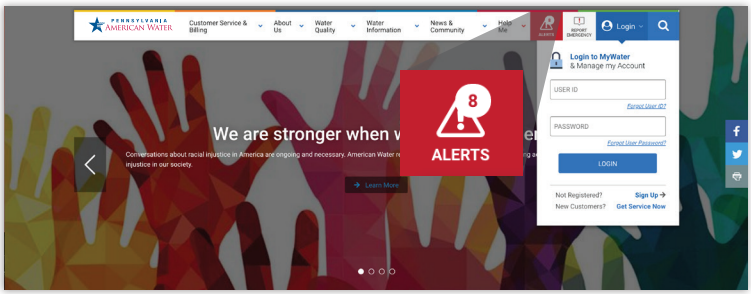


KEEPING YOU INFORMED

At Pennsylvania American Water, we work hard to keep water flowing around the clock. Nonetheless, events and other issues can impact your water service. To keep you informed, we now offer a Customer Advisory Map that will allow you to search your address to see if there is an active service alert impacting your area.

Visit **pennsylvaniaamwater.com** to access this new feature.

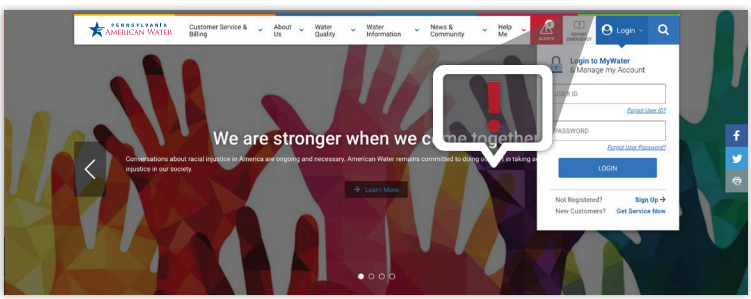




ALERTS AT YOUR FINGERTIPS

In addition to our new Customer Advisory Map, you can view active service alerts by clicking the **Alerts icon** at the top right of the page at **pennsylvaniaamwater.com**.

You can also sign up to receive notifications via phone, text or email through **MyWater**. Visit **amwater.com/mywater** to get notified about urgent water service issues.



REPORT AN EMERGENCY

Is there an event or other urgent water service issue in your area that's not listed on our Alerts page? Report it online so we can help resolve this issue right away. Click on the **Report Emergency icon** on the top right of our website or visit **emergency.amwater.com** to report your emergency.

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

M-04 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.

Response:

Eleven Notices of Violation (NOVs) were received in the Northeast during the Review Period. Please see CONFIDENTIAL M-04_Attachment for a list of those NOVs, along with a summary of the event.

Responsible Witness: Brandy Braun
Dir., WQ & Environ Compliance

M-04_Attachment

CONFIDENTIAL

Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

M-05 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.

Response: Please refer to M-05_Attachment for a copy of discovery from the proceeding at Docket No. R-2023-3043189. The only discovery request related to quality-of-service in DEP's Northeast Region was OCA 07-012.

Responsible Witness: Stacey Gress
Director, Rates and Regulatory

Pennsylvania-American Water Company
Docket Nos. R-2023-3043189 (Water)
R-2023-3043190 (Wastewater)
Office of Consumer Advocate Set 7

OCA 07-012

Responsible Witness: Jim Runzer, Vice President of Operations for PAWC

Question:

For each of the calendar years 2021, 2022 and 2023 to date, please separately indicate the number of times each of the Company's distribution system was flushed. For each separate instance of flushing, please include in each individual response whether or not the entire distribution system was flushed. If the entire system was not flushed in a given instance, please indicate the percentage and location of the portion of the system that was flushed in that instance.

a. If the system was not completely flushed at least once in a given year, please explain why not.
b. What customer notification was given prior to routine flushing operations?

Response:

a-b. While there is no regulatory requirement to completely flush the Company's distribution system at least once per year as part of PAWC's day-to-day operations, the Company performs flushing for distribution system repairs and replacement, as well as for water quality improvement.

Please refer to the chart below for the data requested regarding PAWC's flushing operations.

District	2020	2021	2022	2023	Customers Notified	Notification Type
Abington	90%	90%	0%	90%	Yes	Code Red
Bangor	0%	100%	0%	100%	Yes	Code Red
Berwick	100%	100%	100%	100%	Yes	Code Red
Brownsville	100%	100%	100%	100%	Yes	Code Red
Butler	20%	18%	17%	20%	Yes	Code Red
Clarion	23%	25%	20%	20%	Yes	Code Red
Coatesville	100%	100%	100%	100%	Yes	Code Red
Ellwood	12%	25%	10%	20%	Yes	Code Red
Frackville	100%	100%	100%	100%	Yes	Code Red
Glen Alsace	100%	100%	100%	100%	Yes	Code Red
Hershey	100%	100%	100%	100%	Yes	Code Red
Indiana	29%	20%	20%	20%	No	None
Kane	100%	100%	0%	100%	Yes	Code Red
Kittanning	100%	100%	100%	100%	Yes	Code Red
Lake Heritage	0%	0%	0%	0%	No	None
Lehman Pike/Hickory/Silver	100%	100%	75%	80%	Yes	Code Red

McEwensville	100%	100%	100%	100%	Yes	Code Red
McMurray	25%	30%	30%	30%	Yes	Code Red
Milton	100%	100%	100%	100%	Yes	Code Red
MonValley	100%	100%	40%	40%	Yes	Code Red
Nazareth/Blue Mtn	100%	80%	100%	100%	Yes	Code Red
New Castle	12%	25%	10%	20%	Yes	Code Red
Norristown	100%	100%	100%	100%	Yes	Code Red
Penn Water/Wyomissing	100%	100%	100%	100%	Yes	Code Red
Philipsburg/Boggs/Nittany	4%	25%	29%	35%	Yes	Code Red
Pittsburgh	78%	99%	83%	98%	Yes	Code Red
Pocono	50%	50%	50%	50%	Yes	Code Red
Punxsutawney	2%	48%	100%	100%	Yes	Code Red
Royersford	100%	100%	100%	100%	Yes	Code Red
Steelton	2%	2%	100%	35%	Yes	Code Red
Susquehanna	100%	70%	0%	33%	Yes	Code Red
Turbotville	100%	100%	100%	100%	Yes	Code Red
Uniontown/Connellsville	100%	100%	100%	100%	Yes	Code Red
Warren	100%	100%	78%	100%	Yes	Code Red
Wildcat	100%	100%	100%	0%	Yes	Code Red
Wilkes-Barre Scranton	50%	50%	16%	12%	Yes	Code Red
Yardley	100%	100%	100%	100%	Yes	Code Red
Mechanicsburg	50%	50%	100%	100%	Yes	Code Red

See OCA 07-012_Attachment for a sample bill insert notifying all customers of the Company's routine flushing operations. The Company uses its customer notification system to notify customers before it begins flushing in the customers' area. Customers can choose how they would like to receive flushing and other non-emergency alerts ("Code Red alerts")—by phone, text and/or email. Typically, communications regarding flushing are completed 24 to 48 hours in advance of flushing.

OCA 07-012_Attachment

2022 FLUSHING PROGRAM

FLUSHING IS AN ESSENTIAL PART OF OUR ANNUAL SYSTEM MAINTENANCE PROGRAM

Each year, Pennsylvania American Water flushes the pipes in its water distribution system. This is an essential part of our system maintenance program, which helps us to continue to provide you with high-quality water service. Although we've been carrying out this maintenance program for decades, we do receive questions from time to time about why we flush.

WHY FLUSHING IS IMPORTANT

Flushing our system helps to clean out any build up of mineral deposits and sediment inside the pipes. These harmless deposits can occur when there is a reduced water demand. We also flush our hydrants to make sure they are operational and to check fire flows in our system.

HOW WE FLUSH OUR PIPELINES

Flushing involves simultaneously opening fire hydrants in a specific area to increase water flows. When crews are flushing hydrants in your area, you may notice a drop in water pressure or discolored water, which may occur because the sediment in water mains get stirred up when the fire hydrants are used and when the flow of water in mains changes. This is normal. If this happens, it is not harmful. Simply let your water run until it is clear.

WHAT TO DO TO PREPARE FOR FLUSHING IN YOUR COMMUNITY

- Draw water for cooking ahead of time.
- Store a large bottle of water in the refrigerator for drinking.
- Check for discolored water before using the washing machine or dishwasher.

Note: If your laundry becomes stained, DO NOT USE BLEACH AND DO NOT PUT YOUR LAUNDRY IN THE DRYER. Rewash clothes immediately using more detergent or a heavy duty detergent and add a rust remover. Most rust removers can also be used on stained fixtures.

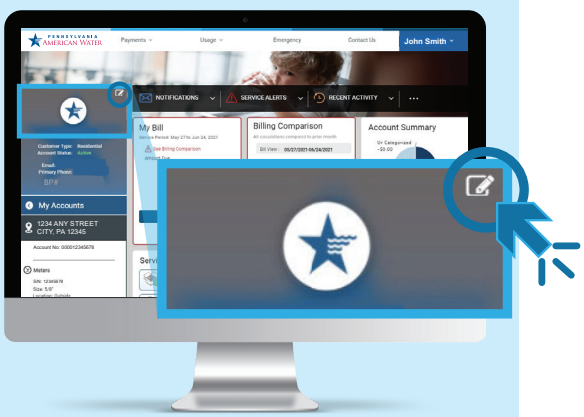
INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

WE'LL NOTIFY YOU WHEN WE'RE GETTING READY TO FLUSH IN YOUR NEIGHBORHOOD

We use our customer notification system to notify customers before we begin flushing in their neighborhood.You can choose how you'd like to receive flushing and other non-emergency alerts (by phone, text and/or email).

Updating your preferences is easy. Log on to MyWater, our online customer portal, at **mywater.amwater.com**. Click on the Pencil/Edit icon, which will take you to the page where you can update your contact information and preferences. Or, contact Customer Service at 1-800-565-7292.

Alerts are also posted online at **pennsylvaniaamwater.com**. Select **Alerts**.



Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

M-06 Please quantify the average number of main breaks per mile in all PAWC systems statewide by year for the preceding three years.

Response: Please see M-06_Attachment.

Responsible Witness: Bruce Aiton
VP, Engineering

Investigation of Quality-of-Service Issues
Case No. M-2024-3051789
Data Request Response

M-06 Average number of main breaks per mile in all PAWC systems statewide by year

Year	2021	2022	2023	Jan-Jun 2024*
# of breaks	2,111	2,251	2,007	943
miles of mains	10,256	10,316	10,344	10,352
breaks/mi/yr	0.21	0.22	0.19	0.18

** 2024 miles of mains are as of 11/1/2024, and the breaks/mi/yr is normalized to the annual basis.*

Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

M-07 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.

Response: Reservoir turnover is caused by the rapid cooling and warming of the water, which causes the water to change its stratification between surface and bottom waters. This process is most dramatic during the fall months when cold nighttime temperatures are followed by much warmer daytime temperatures. At night the water cools and becomes denser than the water on the bottom, which causes water near the bottom to rise to the surface causing naturally occurring organics and metals such as iron and manganese to be dispersed into the column of water where our intakes reside. These rapid fluctuations in concentrations of organics, iron, and manganese can dictate rapid adjustment of pre oxidant chemicals to completely remove them through the treatment process. Any remaining iron and manganese can react with post treatment disinfection chemicals, such as sodium hypochlorite, which may produce a noticeable color in the water being received by our customers. PAWC recently invested $2.5 million in chemical feed system improvements at the Lake Scranton WTP. A significant amount of this funding was used to convert from using potassium permanganate to sodium permanganate. This investment provided enhancements to the chemical being used as well as the chemical feed pumps, controls, programming, instrumentation, and operator feedback to detect a feed system malfunction to trigger a rapid response.

Responsible Witness: James Runzer
VP, Operations

Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

M-08 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.

Response:

PAWC's resolution of quality of service issues raised by customers during the rate case at Docket No. R-2023-3043189 is explained in the Rebuttal Testimony of Jim Runzer filed at that docket.

Since the filing of the rate case in November 2023, PAWC received 57 informal complaints related to quality of service issues, specifically property damage, pressure, and water quality. 51 of the informal complaints were resolved through the following means: a) for damage complaints, PAWC repaired/restored customers' properties and/or coordinated with its insurance provider to resolve the claims; b) for pressure complaints, PAWC provided pressure testing at customer residences; and c) for water quality complaints, PAWC completed water testing, issued flushing credits, provided customer education, and in the case of the subset of customers impacted by a high manganese level, PAWC began construction of a manganese removal facility.

Eleven formal complaints were filed regarding quality of service issues since the last rate case filing, six of which were informal complaint appeals. Six of the formal complaints remain in the mediation/hearing process. The other formal complaints were resolved through the following means: a) issuance of a bill credit; b) damage reimbursement by contractor or via insurance company resolution; and c) customer withdrawal of formal complaint.

Responsible Witness: Tawana Dean
Sr. Manager, Customer Compliance

Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

VERIFICATION

I, STACEY GRESS, hereby state that the facts set forth in Pennsylvania-American Water Company's Responses, and accompany exhibits, if any, to the Pennsylvania Public Utility Commission Data Request Set 1, dated October 25, 2024, specifically M-5 are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Dated: November 8, 2024

Stacey Gress
Director – Rates and Regulatory
Pennsylvania-American Water Company

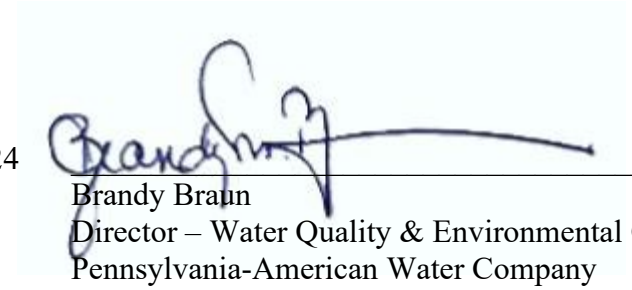
Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

VERIFICATION

I, BRANDY BRAUN, hereby state that the facts set forth in Pennsylvania-American Water Company's Responses, and accompany exhibits, if any, to the Pennsylvania Public Utility Commission Data Request Set 1, dated October 25, 2024, specifically M-1 and M-4, are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Dated: November 8, 2024



Brandy Braun
Director – Water Quality & Environmental Compliance
Pennsylvania-American Water Company

Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

VERIFICATION

I, TAWANA DEAN, hereby state that the facts set forth in Pennsylvania-American Water Company's Responses, and accompany exhibits, if any, to the Pennsylvania Public Utility Commission Data Request Set 1, dated October 25, 2024, specifically M-8, are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Dated: November 8, 2024

Tawana Dean
Senior Manager, Customer Compliance
Pennsylvania-American Water Company

Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

VERIFICATION

I, BRUCE AITON, hereby state that the facts set forth in Pennsylvania-American Water Company's Responses, and accompany exhibits, if any, to the Pennsylvania Public Utility Commission Data Request Set 1, dated October 25, 2024, specifically M-2 and M-6, are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Dated: November 8, 2024

Bruce Aiton
Vice President - Engineering
Pennsylvania-American Water Company

Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

VERIFICATION

I, JAMES RUNZER, hereby state that the facts set forth in Pennsylvania-American Water Company's Responses, and accompany exhibits, if any, to the Pennsylvania Public Utility Commission Data Request Set 1, dated October 25, 2024, specifically M-7, are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Dated: November 8, 2024

James Runzer
Vice President – Operations
Pennsylvania-American Water Company

Pennsylvania-American Water Company's Responses to
Data Request Set 1

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

VERIFICATION

I, TRACI CROSS, hereby state that the facts set forth in Pennsylvania-American Water Company's Responses, and accompany exhibits, if any, to the Pennsylvania Public Utility Commission Data Request Set 1, dated October 25, 2024, specifically M-1-3 and M-5, are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Dated: November 8, 2024

Traci Cross
Senior Director Operations – Northeast Division
Pennsylvania-American Water Company