

# Stevens & Lee

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November 13, 2024

VIA ELECTRONIC FILING

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

**RE: Louis Matzel and Jodi Asay v. Pennsylvania-American Water Company  
Docket No. C-2023-3045163**

Dear Secretary Chiavetta:

In accordance with Third Post Hearing Order issued on October 30, 2024 in the above-referenced matter, please accept this letter as the Respondent's status report.

Pennsylvania American Water Company ("PAWC") representatives met Ms. Asay at her property at 231 Manchester Drive, Bushkill, PA on Friday November 8, 2024 at 10:00 a.m. Attending for PAWC were Kasey White (Senior Supervisor, Operations for the Lehman Pike district), Joseph Luisi (Production Supervisor), David Naturale (Distribution Technician) and Mitch Vester (Distribution Technician). Ms. Asay was present, as were two plumbers working for her.

Once everyone was present, Mitch Vester and David Naturale removed the meter from the meter pit and installed a pressure gauge in the meter pit to show the pressure coming from the main. The pressure gauge in the meter pit reflected a reading of 125 pounds per square inch ("psi") at that time. A photograph of the gauge in the meter pit taken at the time of the reading on November 8 is attached to this report as Exhibit 1. All parties present at the meeting viewed the pressure gauge.

Next, Mr. White, Mr. Luisi, Ms. Asay, and the plumbers moved to the crawl space of Ms. Asay's home, where Ms. Asay already had a pressure gauge installed on the service line before the first quarter turn valve. The pressure gauge in the crawl space reflected a reading of 132 psi at that time. A photograph of the pressure gauge in the crawl space taken at the time of the reading on November 8 is attached to this report as Exhibit 2. All parties present viewed the pressure gauge.

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Next, Mr. White, Mr. Luisi, Ms. Asay, and the plumbers moved inside Ms. Asay's property to view the pressure reducing valve that she had installed in the basement, and to examine the pressure gauge that Ms. Asay had in place behind the pressure reducing valve. The pressure gauge located behind the pressure reducing valve reflected a reading of 75 psi at that time. A photograph of the pressure gauge located behind the pressure reducing valve inside the home, taken at the time of the reading on November 8, is attached to this report as Exhibit 3. All parties present viewed that pressure gauge.

In total, PAWC's representatives were at the property for approximately 20 minutes.

Should you have any questions, please feel free to contact me.

Very truly yours,

STEVENS & LEE



Michael A. Gruin

Enc.

Cc: Jody Asay (via email)

Honorable Kandace Dunderdale, Administrative Law Judge (via email)

EXHIBIT 1





