

REQUEST FOR ISSUANCE OF SUBPOENAS

TO: ADMINISTRATIVE LAW JUDGE, ALPHONSO ARNOLD, III
FROM: LAWRENCE J. ROSEN, ESQUIRE, COUNSEL FOR RYAN FLYNN, PLAINTIFF IN
RYAN FLYNN v. PENNSYLVANIA AMERICAN WATER COMPANY, DOCKET NO. C-2024-
3047272
SUBJECT: REQUEST FOR ISSUANCE OF SUBPOENAS
DATE: 11/20/2024

The purpose of this request is to ask Your Honorable Court to authorize the issuance of subpoenas for the following individuals.

1. Joe Woodard, Senior Director, Eastern Pa. Operations. The purpose of this request is to elicit testimony regarding his position that American Water would never bill the individual customers (EDUs) separately as it would cost existing customers too much and American Water would never want to have Plaintiff's residents as customers as they do not even pay Plaintiff.
2. Mary Johnson, head of the Resolution Department of American Water. The purpose of this request is to elicit testimony regarding her statement at a meeting that Plaintiff should be billed at the flat rate based upon a meter that he installed and owns. Shortly thereafter, she contacted Plaintiff and informed him that she was advised by her team that his bills should be based upon actual metered consumption.
3. Joel Mitchell, Senior Project Manager, American Water. The purpose of this request is to elicit testimony regarding his representation that Plaintiff should be billed at a flat rate and not a flat rate plus excess usage.
4. Christina Bohensky, EPA Compliance Specialist. The purpose of this request is to elicit testimony confirming that Joel Mitchell did, in fact, inform Plaintiff that he should be billed on a flat rate basis and not a flat rate plus excess consumption basis.

These subpoenas do not require the furnishing of documents by the individuals being subpoenaed. All relevant documents will be provided to the recipients with the subject subpoenas with the intention of questioning the recipients regarding said documents.

COMMONWEALTH OF PENNSYLVANIA
COUNTY OF DAUPHIN

RYAN FLYNN :
 : C-2024-3047272
 V. :
 :
 PENNSYLVANIA-AMERICAL WATER :
 COMPANY :

SUBPOENA TO ATTEND AND TESTIFY

TO: JOEL MITCHELL, P.E., SENIOR PROJECT MANAGER/AM WATER

1. YOU ARE ORDERED BY THE COURT TO ATTEND A TELEPHONIC HEARING SCHEDULED FOR DECEMBER 3, 2024 AT 10:00 A.M. ON BEHALF OF RYAN FLYNN (AS ON CROSS). YOU MAY PARTICIPATE USING TOLL FREE BRIDGE TELEPHONE NUMBER 888.395.6703 USING PIN NUMBER 88097140. (SEE ENCLOSED PREHEARING ORDER PROVIDING INSTRUCTIONS) AND TO REMAIN UNTIL EXCUSED.
2. AND BRING WITH YOU THE FOLLOWING: ANY DOCUMENTS DELIVERED TO YOU WITH THIS SUBPOENA.

IF YOU FAIL TO ATTEND OR TO PRODUCE THE DOCUMENTS OR THINGS REQUIRED BY THIS SUBPOENA, YOU MAY BE SUBJECT TO THE SANCTIONS AUTHORIZED BY RULE 234.5 OF THE RULES OF PENNSYLVANIA RULES OF CIVIL PROCEDURE, INCLUDING BUT NOT LIMITED TO COSTS, ATTORNEY FEES AND IMPRISONMENT.

REQUESTED BY: LAWRENCE J. ROSEN, ESQUIRE, 1119 NORTH FRONT STREET, HARRISBURG, PA 17102. ID# 10625; (717) 233-5292

BY THE COURT,

DATE:

BY:



Fwd: FW: Water and Sewer Service to the Meadowbrook Mobile Home Park

From ryan flynn <rlynn242424@gmail.com>
Date Wed 11/20/2024 10:09 AM
To Larry Rosen <lrosen@krevskyandrosen.com>

----- Forwarded message -----

From: **George Krichten** <tman535@comcast.net>
Date: Tue, Jun 7, 2016, 2:17 PM
Subject: FW: Water and Sewer Service to the Meadowbrook Mobile Home Park
To: Ryan Flynn <rlynn242424@gmail.com>

From: Joel.Mitchell@amwater.com [mailto:Joel.Mitchell@amwater.com]
Sent: Tuesday, June 07, 2016 11:41 AM
To: tman535@comcast.net
Cc: David.Boore@amwater.com; Joseph.Luta@amwater.com; Jon.Prawdzik@amwater.com; Joseph.Woodward@amwater.com; Toby.Jones@amwater.com
Subject: Water and Sewer Service to the Meadowbrook Mobile Home Park

George,

Here is a summary of the information from our meeting this morning.

PAWC will install a manhole at the entrance of the park for you to tie your sewer connection into.
PAWC will install an 1-1/2" water service with a shut off at the property line of the park.

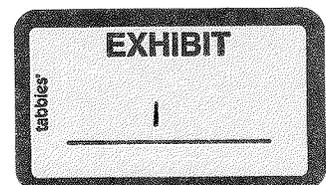
The park is responsible for all of the internal construction associated with connecting the water and sewer to our system. For the water connection you will also need to provide a meter pit for a 1-1/2" meter and testable backflow preventer. If you have any questions on the meter pit please let me know.

Fees:

The water will be billed at the following rate:

Monthly fee for 1-1/2" Meter - \$61.70

Usage fee - First 16,000 gallons \$.9911 per hundred gallons - All in excess of 16,000 gallons \$.7597 per hundred



gallons

The sewer will be billed at the following rate:

Based on 100 EDUs at the point of connection plus usage

Monthly service charge \$7,767.00 - This is \$77.67 per EDU times 100 EDU's.

Usage - 680,000 gallons (based on water meter) included in the monthly service charge.

All usage over the 680,000 will be billed at \$1.1506 per hundred gallons.

If you have any questions on this, please let me know.

Thank you,

Joel A. Mitchell, P.E.
Senior Project Manager
Pennsylvania American Water
852 Wesley Drive
Mechanicsburg, PA 17055
Office # 717-691-2108
Inter-Office # 7-344-2108
Fax # 717-790-3058
Cell # 717-943-5963

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of American Water Works Company Inc. or its affiliates. The recipient should check this email and any attachments for the presence of viruses. American Water accepts no liability for any damage caused by any virus transmitted by this email.

American Water Works Company Inc., 1025 Laurel Oak Road, Voorhees, NJ 08043 www.amwater.com



George Krichten 6/9/2016

George, We do supply the meter for the water service. The monthly service



George Krichten 6/9/2016

Could you please explain what the monthly service charge covers and



Joel.Mitchell@a... 6/9/2016

to tman535, me, David.B...



George - I will pull this information together and it over to you in the next day or so. We operate under our tariff - the township ordinances don't apply to us, so I can provide our tariff information.

Show quoted text



Joel.Mitchell@a... 6/9/2016

to tman535, me, David.B...



George -

Attached are the relevant pages from our Wastewater Tariff that define the customer type. Also included is the rate information. The master meter refers to your water connection. Your sewer billing will be based on water



The monthly service charge for water covers the



ATTACHMENT 6

Supplement No. 15 to
Tariff Wastewater PA P.U.C. No. 15
First Revised Page No. 4.10
Canceling Original Page No. 4.10

Pennsylvania-American Water Company

RATES FOR RATE ZONE 10 - The rates as set forth below will be in effect for all Fairview Township wastewater customers.

Flat Rate Charges - Residential

A **Flat Rate** of \$64.00 per EDU, per month shall be billed to each residential customer.

Metered Charges - Commercial, Industrial, Municipal

Service Charge For All Non-Residential Classes:

All metered non-residential customers shall be subject to a monthly service charge of \$77.67 per EDU.

Usage Charge For All Non-Residential Bill Classes:

The following rates shall apply per hundred gallons per EDU.

The First	6,800 gallons per month	Service Charge
All Over	6,800 gallons per month	\$1.1506 per hundred

Flat Rate Charges - Commercial, Industrial, Municipal

A **Flat Rate** of \$77.67 per EDU, per month shall be billed to each unmetered commercial customer.

A **Flat Rate** of \$64.00 per EDU, per month shall be billed to each commercial customer that was billed under the residential rate by Fairview Township. This rate will not apply to new customers. (C)

Issued: February 1, 2016

Effective: April 1, 2016

4

COMMONWEALTH OF PENNSYLVANIA
COUNTY OF DAUPHIN

RYAN FLYNN :
 : C-2024-3047272
 V. :
 :
 PENNSYLVANIA-AMERICAL WATER :
 COMPANY :

SUBPOENA TO ATTEND AND TESTIFY

TO: CHRISTINA BOHENSKY/EPA COMPLIANCE SPECIALIST

1. YOU ARE ORDERED BY THE COURT TO ATTEND A TELEPHONIC HEARING SCHEDULED FOR DECEMBER 3, 2024 AT 10:00 A.M. ON BEHALF OF RYAN FLYNN (AS ON CROSS). YOU MAY PARTICIPATE USING TOLL FREE BRIDGE TELEPHONE NUMBER 888.395.6703 USING PIN NUMBER 88097140. (SEE ENCLOSED PREHEARING ORDER PROVIDING INSTRUCTIONS) AND TO REMAIN UNTIL EXCUSED.
2. AND BRING WITH YOU THE FOLLOWING: ANY DOCUMENTS DELIVERED TO YOU WITH THIS SUBPOENA.

IF YOU FAIL TO ATTEND OR TO PRODUCE THE DOCUMENTS OR THINGS REQUIRED BY THIS SUBPOENA, YOU MAY BE SUBJECT TO THE SANCTIONS AUTHORIZED BY RULE 234.5 OF THE RULES OF PENNSYLVANIA RULES OF CIVIL PROCEDURE, INCLUDING BUT NOT LIMITED TO COSTS, ATTORNEY FEES AND IMPRISONMENT.

REQUESTED BY: LAWRENCE J. ROSEN, ESQUIRE, 1119 NORTH FRONT STREET, HARRISBURG, PA 17102. ID# 10625; (717) 233-5292

BY THE COURT,

DATE:

BY:

COMMONWEALTH OF PENNSYLVANIA
COUNTY OF DAUPHIN

RYAN FLYNN :
 : C-2024-3047272
 V. :
 :
 PENNSYLVANIA-AMERICAL WATER :
 COMPANY :

SUBPOENA TO ATTEND AND TESTIFY

TO: MARY JOHNSON/AMERICAN WATER

1. YOU ARE ORDERED BY THE COURT TO ATTEND A TELEPHONIC HEARING SCHEDULED FOR DECEMBER 3, 2024 AT 10:00 A.M. ON BEHALF OF RYAN FLYNN (AS ON CROSS). YOU MAY PARTICIPATE USING TOLL FREE BRIDGE TELEPHONE NUMBER 888.395.6703 USING PIN NUMBER 88097140. (SEE ENCLOSED PREHEARING ORDER PROVIDING INSTRUCTIONS) AND TO REMAIN UNTIL EXCUSED.
2. AND BRING WITH YOU THE FOLLOWING: ANY DOCUMENTS DELIVERED TO YOU WITH THIS SUBPOENA.

IF YOU FAIL TO ATTEND OR TO PRODUCE THE DOCUMENTS OR THINGS REQUIRED BY THIS SUBPOENA, YOU MAY BE SUBJECT TO THE SANCTIONS AUTHORIZED BY RULE 234.5 OF THE RULES OF PENNSYLVANIA RULES OF CIVIL PROCEDURE, INCLUDING BUT NOT LIMITED TO COSTS, ATTORNEY FEES AND IMPRISONMENT.

REQUESTED BY: LAWRENCE J. ROSEN, ESQUIRE, 1119 NORTH FRONT STREET, HARRISBURG, PA 17102. ID# 10625; (717) 233-5292

BY THE COURT,

DATE:

BY:

COMMONWEALTH OF PENNSYLVANIA
COUNTY OF DAUPHIN

RYAN FLYNN :
 : C-2024-3047272
 V. :
 :
 PENNSYLVANIA-AMERICAL WATER :
 COMPANY :

SUBPOENA TO ATTEND AND TESTIFY

TO: JOE WOODARD, SENIOR DIRECTOR/EASTERN PA OPERATIONS

1. YOU ARE ORDERED BY THE COURT TO ATTEND A TELEPHONIC HEARING SCHEDULED FOR DECEMBER 3, 2024 AT 10:00 A.M. ON BEHALF OF RYAN FLYNN (AS ON CROSS). YOU MAY PARTICIPATE USING TOLL FREE BRIDGE TELEPHONE NUMBER 888.395.6703 USING PIN NUMBER 88097140. (SEE ENCLOSED PREHEARING ORDER PROVIDING INSTRUCTIONS) AND TO REMAIN UNTIL EXCUSED.
2. AND BRING WITH YOU THE FOLLOWING: ANY DOCUMENTS DELIVERED TO YOU WITH THIS SUBPOENA.

IF YOU FAIL TO ATTEND OR TO PRODUCE THE DOCUMENTS OR THINGS REQUIRED BY THIS SUBPOENA, YOU MAY BE SUBJECT TO THE SANCTIONS AUTHORIZED BY RULE 234.5 OF THE RULES OF PENNSYLVANIA RULES OF CIVIL PROCEDURE, INCLUDING BUT NOT LIMITED TO COSTS, ATTORNEY FEES AND IMPRISONMENT.

REQUESTED BY: LAWRENCE J. ROSEN, ESQUIRE, 1119 NORTH FRONT STREET, HARRISBURG, PA 17102. ID# 10625; (717) 233-5292

BY THE COURT,

DATE:

BY:

WASTEWATER RATE ZONE 1

RESIDENTIAL CUSTOMERS

	Prior Rates	Prior Rates - New Cumberland	New Rates Effective 8/7/2024
Service Charge per Month per EDU	\$14.30	\$14.30	\$15.00
Usage Rate per 100 Gallons	\$2.8750	\$2.4500	\$2.9539
Flat Rate (Unmetered) Charges	\$106.00		\$110.00
Distribution System Improvement Charge ¹	0.99%	0.99%	0.00%
State Tax Adjustment Surcharge ¹	-0.37%	-0.37%	0.00%

Estimated Residential Bill Impact of New Rates

Gallons per Month	Monthly Bill at Prior Rates ²	Monthly Bill at Prior Rates ² (New Cumberland)	New Rates ² Effective 8/7/2024 (all Customers)	Increase per Month	Increase per Month (New Cumberland)
500	\$28.86	\$26.71	\$29.77	\$0.91	\$3.06
1,000	\$43.32	\$39.04	\$44.54	\$1.22	\$5.50
1,500	\$57.79	\$51.37	\$59.31	\$1.52	\$7.94
2,000	\$72.25	\$63.69	\$74.08	\$1.83	\$10.39
2,500	\$86.71	\$76.02	\$88.85	\$2.14	\$12.83
3,000	\$101.17	\$88.34	\$103.62	\$2.45	\$15.28
3,500	\$115.64	\$100.67	\$118.39	\$2.75	\$17.72
4,000	\$130.10	\$113.00	\$133.16	\$3.06	\$20.16
4,500	\$144.57	\$125.32	\$147.93	\$3.36	\$22.61
5,000	\$159.03	\$137.65	\$162.70	\$3.67	\$25.05
5,500	\$173.50	\$149.97	\$177.46	\$3.96	\$27.49
6,000	\$187.96	\$162.30	\$192.23	\$4.27	\$29.93
6,500	\$202.43	\$174.63	\$207.00	\$4.57	\$32.37
7,000	\$216.89	\$186.95	\$221.77	\$4.88	\$34.82
7,500	\$231.36	\$199.28	\$236.54	\$5.18	\$37.26
8,000	\$245.81	\$211.60	\$251.31	\$5.50	\$39.71
Flat Rate (Unmetered)	\$106.66		\$110.00	\$3.34	

NON-RESIDENTIAL CUSTOMERS (excluding New Cumberland)

	Prior Rates	New Rates Effective 8/7/2024
Service Charge per Month Per EDU	\$35.00	\$36.70
Usage Rate per 100 Gallons	\$2.1030	\$2.1986
Flat Rate (Unmetered) Charges	\$106.00	\$150.00
Distribution System Improvement Charge ¹	0.99%	0.00%
State Tax Adjustment Surcharge ¹	-0.37%	0.00%

NON-RESIDENTIAL CUSTOMERS (New Cumberland)

	Prior Rates	New Rates Effective 8/7/2024
Service Charge per Month Per EDU	\$35.00	\$36.70
Usage Rate per 100 Gallons	\$1.9000	\$2.1986
Flat Rate (Unmetered) Charges		\$150.00
Distribution System Improvement Charge ¹	0.99%	0.00%
State Tax Adjustment Surcharge ¹	-0.37%	0.00%



¹ The Distribution System Improvement Charge (DSIC) and the State Tax Adjustment Surcharge (STAS) apply to the total bill.

² Based on residential customer with a 5/8-inch meter.



Español

Login ▾



★ / Pennsylvania / Customer Service & Billing / Customer Assistance Programs

CUSTOMER ASSISTANCE PROGRAMS

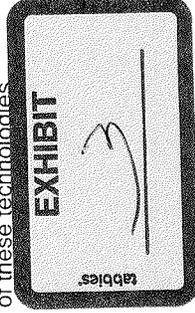
We want to help keep life flowing to our customers. One way we do this is through our customer assistance programs. If you're experiencing financial hardship, please reach out to us. We may be able to assist.

[H2O Help to Others Program™](#)

For more than 30 years, Pennsylvania American Water has been assisting customers who qualify through its H2O Help to Others Program™.

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in [Cookie Options](#). By using our site, you agree to our use of these technologies.



[Cookie Options](#)

[I Understand](#)

toilet tank diverter and non-toxic leak-detecting dye tablets. Also included is an educational booklet that explains how to install the devices and provides helpful tips on how to save water inside and outside the home, so customers can take an active part in reducing their water bill through wise water use.

- **NEW Arrearage Forgiveness Program** to help customers pay off their past due account balance.

WASTEWATER SERVICE ASSISTANCE

- **Grants of up to \$500** per household per year.
- **A 37% to 85% discount on the total wastewater charges**, which saves the average residential customer using 3,201 gallons/month \$40.53 to \$93.12 every month. *See *chart below*.
- **NEW Arrearage Forgiveness Program** to help customers pay off their past due account balance.

[Learn more about our H2O Program here.](#)

We have also partnered with state and county agencies to help direct our customers to other utility assistance programs that are available, including:

[Pennsylvania Homeowner Assistance Fund \(PAHAF\)](#)

Assistance for homeowners to prevent mortgage delinquencies, default, foreclosure, displacement, and utility disconnection

[Emergency Rental Assistance Program](#)

Rental and utility bill assistance for renters and landlords, administered by each county

Here are some of the other programs we offer to help keep your life flowing:

[Payment Arrangements](#)

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in [Cookie Options](#). By using our site, you agree to our use of these technologies.

Medical Certification

If you are behind on your bill, you may be able to avoid shutoff or have your service restored if there is a medical emergency in your household. A medical emergency exists if you or a member of your household are seriously ill or have a medical condition that will be worsened if you do not have public utility service.

The medical certification will postpone the termination of water service for 30 days. The certification is designed to provide the customer with additional time to pay their past-due balance. The current bill must be paid while the medical certificate is in effect. The customer is still responsible for the past-due amount and will be given the opportunity to pay the balance in monthly installments. For more information, review the [Medical Certificate Guidance](#), download the [Standard Medical Certificate Form](#) (may be used but is not required), or contact Customer Service at 1-800-565-7292.

Protection from Abuse and Other Court Orders

If you have a [Protection from Abuse \(PFA\) order](#) or an order issued by a Pennsylvania Court that identifies you or a household member as a victim/survivor of domestic violence, you have the following protections, regardless of your income:

- Pennsylvania American Water cannot shut off your water service during the winter without Pennsylvania Public Utility Commission (PaPUC) permission.
- Depending on your income, a special payment arrangement may be available.
- Service may not be terminated on a Friday.
- You may not be held responsible for a bill in someone else's name.
- You may not be required to pay a security deposit. If you are required to pay a security deposit, you may be able to pay it over three payments.
- You will receive additional notice prior to termination.

More information about PFAs and domestic violence programs can be found [here](#).

How You Can Help

Those who wish to contribute to the H2O Help to Others Program can do so by adding a donation to their monthly

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in [Cookie Options](#). By using our site, you agree to our use of these technologies.

Dollar Energy Fund
P.O. Box 42329
Pittsburgh, PA 15203.

Please write "H2O Program Donation - PA" on the memo portion of your check.

You can be assured that 100 percent of your donation and our matching funds go directly to qualifying customers. Our company assumes all administrative costs for this program so that every penny you donate goes directly to this worthwhile cause.



Log in to MyWater Online to:

Pay your bill

Check your account balance

Turn your service on/off



Contact Us

Phone: 1-800-565-7292

Call 24/7 for any emergency.

Water emergencies don't keep

business hours.



Careers

At Pennsylvania American Water, our

employees have more than a job. They

have a calling.

[Search for Openings](#)



American Water Sites

[State Sites](#)

[American Water Directory](#)

[Investor Relations](#)

[Press Room](#)

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in Cookie Options. By using our site, you agree to our use of these technologies.

9

Website Feedback



811

- California
- Georgia
- Hawaii
- Illinois
- Indiana
- Iowa
- Kentucky
- Maryland
- Missouri
- New Jersey
- Pennsylvania
- Tennessee
- Virginia
- West Virginia



© 2024 American Water. All rights reserved.

[Privacy Policy](#) | [Terms of Use](#)

Follow Us      

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in [Cookie Options](#). By using our site, you agree to our use of these technologies.

5



Español

Login ▾



★ / Pennsylvania / Customer Service & Billing / Customer Assistance Programs / H2O Help To Others Program

H2O HELP TO OTHERS PROGRAM™

For more than 30 years, Pennsylvania American Water has been assisting customers who qualify through its H2O Help to Others Program™.

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in [Cookie Options](#). By using our site, you agree to our use of these technologies.

Cookie
Options

6

I Understand



WATER SERVICE ASSISTANCE

- **Grants of up to \$500** per household per year.
- **A 30% to 90% discount on the monthly service fee and a 20% to 80% discount on the monthly volumetric charges**, which saves the average residential customer using 3,201 gallons/month \$17.66 to \$64.99 every month. *See *chart below*.
- **Water-saving devices and education**. The water-saving kit includes a low-flow shower head, faucet aerators, toilet tank diverter and non-toxic leak-detecting dye tablets. Also included is an educational booklet that explains how to install the devices and provides helpful tips on how to save water inside and outside the home, so customers can take an active part in reducing their water bill through wise water use.
- **NEW Arrearage Forgiveness Program** to help customers pay off their past due account balance.

WASTEWATER SERVICE ASSISTANCE

- **Grants of up to \$500** per household per year.
- **A 37% to 85% discount on the total wastewater charges**, which saves the average residential customer using 3,201 gallons/month \$40.53 to \$93.12 every month. *See *chart below*.
- **NEW Arrearage Forgiveness Program** to help customers pay off their past due account balance.

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in Cookie Options. By using our site, you agree to our use of these technologies.

To see if you qualify, contact Dollar Energy Fund, our program administrator, at 1-888-282-6816, or apply online at <https://www.dollarenergy.org/myapp/>. Program participation is subject to income verification.

WATER & WASTEWATER GRANT PROGRAM INCOME GUIDELINES

250% of the FPIG	
Number of Persons in Household	Total Combined Monthly Income
1	\$3,137.50
2	\$4,258.33
3	\$5,379.17
4	\$6,500.00
5	\$7,620.83
6	\$8,741.67

Contact our program administrator, Dollar Energy Fund, if you have more than six members in your household.

H2O PROGRAM MONTHLY BILL DISCOUNTS

To qualify for the water and/or wastewater discount program, customers must have annual incomes at or below 200 percent of the Federal Poverty Income Guidelines.

To see if you qualify, contact Dollar Energy Fund, our program administrator, at 1-888-282-6816.

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in Cookie Options. By using our site, you agree to our use of these technologies.

5

Number of Persons in Household		Total Combined Monthly Income			
1	\$0 – \$627.50	>\$627.51 – \$1,255.00	>\$1,255.01 – \$1,882.50	>\$1,882.51 – \$2,510.00	>\$2,510.01 – \$3,137.50
2	\$0 – \$851.67	>\$851.68 – \$1,703.33	>\$1,703.34 – \$2,555.00	>\$2,555.01 – \$3,406.67	>\$3,406.68 – \$4,258.33
3	\$0 – \$1,075.83	>\$1,075.84 – \$2,151.67	>\$2,151.68 – \$3,227.50	>\$3,227.51 – \$4,303.33	>\$4,303.34 – \$5,379.17
4	\$0 – \$1,300.00	>\$1,300.01 – \$2,600.00	>\$2,600.01 – \$3,900.00	>\$3,900.01 – \$5,200.00	>\$5,200.01 – \$6,500.00
5	\$0 – \$1,524.17	>\$1,524.18 – \$3,048.33	>\$3,048.34 – \$4,572.50	>\$4,572.51 – \$6,096.67	>\$6,096.68 – \$7,620.83
6	\$0 – \$1,748.33	>\$1,748.34 – \$3,496.67	>\$3,496.68 – \$5,245.00	>\$5,245.01 – \$6,993.33	>\$6,993.34 – \$8,741.67

Contact our program administrator, Dollar Energy Fund, if you have more than six members in your household.

WATER SERVICE DISCOUNT

	TIER 1	TIER 2	TIER 3	TIER 4
Discount on water service charge	90% discount	75% discount	60% discount	30% discount
Discount on volumetric charges	80% discount	65% discount	40% discount	20% discount
Savings per month for the average residential customer using 3,201 gallons *	\$64.99 per month	\$53.16 per month	\$35.32 per month	\$17.66 per month

WASTEWATER SERVICE DISCOUNT

	TIER 1	TIER 2	TIER 3	TIER 4
Discount on total wastewater charges	85% discount	73% discount	55% discount	37% discount
Savings per month for the average residential customer using 3,201 gallons *	\$93.12 per month	\$79.97 per month	\$60.25 per month	\$40.53 per month

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in Cookie Options. By using our site, you agree to our use of these technologies.



forgiven.

To see if you qualify, contact Dollar Energy Fund, our program administrator, at 1-888-282-6816.

Downloadable/printable informational flyer:

[H2O Help to Others Program \(English\)](#)

[H2O Help to Others Program \(Spanish\)](#)



[Contact Us](#)

[Careers](#)



[American Water Sites](#)

Log in to MyWater Online to:

Pay your bill

Check your account balance

Turn your service on/off

Sign up for alerts

View your water usage

Setup paperless billing

[Contact Us](#)

Phone: 1-800-565-7292

Call 24/7 for any emergency.

Water emergencies don't keep business hours.

For non-emergencies, Mon - Fri 7am-7pm

[Search for Openings](#)

At Pennsylvania American Water, our employees have more than a job. They have a calling.

[EEO Information & Accommodation Requests](#)

[State Sites](#) ^

[American Water Directory](#)

[Investor Relations](#)

[Press Room](#)

State Sites

[California](#)

[Missouri](#)

[Pennsylvania](#)

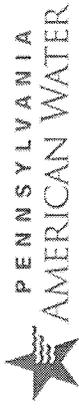
[New Jersey](#)

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in Cookie Options. By using our site, you agree to our use of these technologies.

Kentucky

Maryland



© 2024 American Water. All rights reserved.

[Privacy Policy](#) | [Terms of Use](#)

Follow Us



About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in [Cookie Options](#). By using our site, you agree to our use of these technologies.

//



NewsRoom

★ / Pennsylvania American Water Announces New and Expanded Customer Assistance Offerings



October 01, 2024 | American Water (NYSE: AWK) | PDF

Pennsylvania American Water Announces New and Expanded Customer Assistance Offerings

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our Privacy Policy to learn more or manage your preferences in Cookie Options. By using our site, you agree to our use of these technologies.

Cookie Options

I Understand

12

MECHANICSBURG, Pa. (Oct. 1, 2024) – [Pennsylvania American Water](#) is pleased to announce the expansion of its [H2O Help to Others™](#) customer assistance program offerings, which have helped customers in need for more than 30 years. Increased income level thresholds for the program's grant and bill discount offerings became available to water and wastewater customers starting August 7, 2024. Additionally, today the program's grant application period opens and the company launched a new Arrearage Forgiveness Program.

"As a company, we believe that the service we provide should be safe, reliable and affordable," said Pennsylvania American Water President Justin Ladner. "As part of our commitment to affordability, we couldn't be more pleased to share that we've expanded our H2O Help to Others offerings to help ensure that assistance is available to those who truly can benefit most."

The company's bill discount program previously consisted of three tiers of income-based assistance for customers with household incomes up to 150% of the Federal Poverty Income Guidelines (FPIG). With this program expansion, a fourth tier has been added to include customers with incomes ranging from 151% to 200% of FPIG, resulting in an estimated 55,000 additional customers being eligible to receive discounted service. Depending on a customer's household income, they may now receive discounts of 30-90% off monthly water and wastewater bills, versus 30-80% before the expansion.

The H2O Help to Others water and wastewater grants up to \$500 per household per year will now be available to customers with incomes up to 250% of FPIG, an increase from 200% of FPIG previously. The grant

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in [Cookie Options](#). By using our site, you agree to our use of these technologies.

the customer would pay \$35 each month for eight months to fully eliminate their past due balance.

“When hardship arises, it can sometimes be difficult to pay utility bills,” said Tawana Dean, the company’s senior manager of customer compliance. “At Pennsylvania American Water, we understand this, and we want to keep life flowing for our customers in need. The addition of the Arrearage Forgiveness Program to our existing H2O Help to Others services is just one more way we can achieve that goal, and we couldn’t be more proud to offer it.”

To participate in Pennsylvania American Water’s new Arrearage Forgiveness Program, residential customers must be enrolled in the company’s H2O Help to Others monthly bill discounts and meet income eligibility guidelines. They must also have a past due balance of \$150 or more for water and/or wastewater services that is at least 60 days past due.

“The need for income-based utility customer assistance has been growing across Pennsylvania for years,” said Chad Quinn, chief executive officer for [Dollar Energy Fund](#), the H2O Help to Others program administrator. “Not only was Pennsylvania American Water the first water utility in the Commonwealth to offer its own assistance program with the launch of H2O Help to Others more than 30 years ago, but now, with the program’s most recent expansion, it boasts one of the most robust assistance offerings throughout the state with funding contributions that are the largest received from any of Dollar Energy Fund’s Pennsylvania utility partners this year. It’s a true testament to the company’s dedication to providing its customers with safe, reliable and affordable water and

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in Cookie Options. By using our site, you agree to our use of these technologies.

14

recently acquired systems of Foster Township and the City of York, which will take effect in January and May of 2025, respectively, in accordance with the acquisition agreements. Customers can find additional information about changes to their rates by visiting pennsylvaniaamwater.com/rates and referencing the rate zone sheet corresponding to the rate zone number provided on their billing statement.

"We encourage any customer facing financial difficulty to reach out to us to learn about the options available to them," Ladner added. "Assistance provided through our H2O Help to Others Program – now available to more people than ever – helps us keep life flowing for our customers. We hope that those in need will familiarize themselves with the program and take advantage of its offerings."

Other H2O Help to Others offerings include water-saving devices and education for income-eligible customers. The company's customers can also take advantage of budget billing and installment plans and preferred due date selection to help pay their bills.

To apply for Pennsylvania American Water's H2O Help to Others grants and/or bill discounts, customers should contact Dollar Energy Fund at 1-888-282-6816 or dollarenergy.org. Additional information is also available on the company's [website](#).

Pennsylvania American Water customers who would like to lend a hand to others in need can contribute to H2O Help to Others by adding a donation to their monthly water and/or wastewater bill. Since the company assumes all administrative costs, 100 percent of donations, as well as the company's matching funds, go directly to qualifying customers.

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in Cookie Options. By using our site, you agree to our use of these technologies.

717.262.7525
david.misner@amwater.com



Log in to MyWater Online to:

Pay your bill

Check your account balance

Turn your service on/off

Sign up for alerts

View your water usage

Setup paperless billing

[Log in to MyWater Online](#)



Phone: 1.866.269.2837

Call 24/7 for any emergency.
Water emergencies don't keep
business hours.

For non-emergencies, Mon - Fri 7am-
7pm

[Contact Us](#)



At American Water, our employees
have more than a job. They have a
calling.

[Search for Openings](#)

EEO Information &
Accommodation Requests

Inclusion, Diversity, and Equity



811



American Water Sites

[State Sites](#) ^

[American Water Directory](#)

[Investor Relations](#)

[Press Room](#)

State Sites

[California](#)

[Georgia](#)

[Hawaii](#)

[Illinois](#)

[Indiana](#)

[Iowa](#)

[Kentucky](#)

[Maryland](#)

[Missouri](#)

[New Jersey](#)

[Pennsylvania](#)

[Tennessee](#)

[Virginia](#)

[West Virginia](#)

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in Cookie Options. By using our site, you agree to our use of these technologies.

16

[Privacy Policy](#) | [Terms of Use](#)

Follow Us 

About Cookies On This Site

We use technologies to enhance your experience on our site. Visit our [Privacy Policy](#) to learn more or manage your preferences in [Cookie Options](#). By using our site, you agree to our use of these technologies.

Community outraged by 'significant' wastewater bill increases

By Liz Kilmer, WPXI-TV
May 08, 2023 at 6:06 pm EDT

PORT VUE, Pa. — A recent wastewater rate increase has left a local Allegheny County community outraged.

"It's criminal," said Kelly Dean, who's lived in Port Vue for 30 years and contacted Channel 11 on behalf of her family and her neighbors.

Residents told Channel 11 that their wastewater bills from Pennsylvania American Water have more than doubled following a "significant" increase.

Councilman and Public Works Official Bob Betters said his most-recent monthly bill was \$187. His water bill, which comes from a separate company, was \$60.

"It's just a disgrace," he said. "We pay more for sewage than we pay for any utility in our homes."

In his role on council, Betters has heard from a number of concerned citizens.

"I'm sick over this," he said, adding that some residents aren't "flushing toilets until the end of the day" and are opting to go to laundromats instead of running their own washing machines.

Dean added that washing your cars or power washing your home will cost "a small fortune" with the hike.

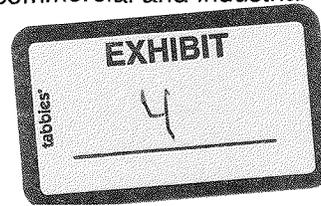
As of last year, borough residents were paying \$1.329 per 100 gallons. Now, they're paying \$2.875 per 100 gallons.

The rate hike was approved as part of a settlement with the Pennsylvania Public Utility Commission (PUC), after Pennsylvania American Water sought to increase its revenues.

According to a press release issued by the PUC, the settlement included "a substantially lower than requested increase in water revenues, along with a higher than requested increase in wastewater revenues."

"It's a significant increase, and shame on the PUC for approving it," Dean said. "They're a government organization that was put in place to protect citizens like us, and they failed us miserably."

Nils Hagen-Frederiksen, PUC Press Secretary, told Channel 11 that "every rate case that comes before the PUC is the subject of intensive review, hearings and analysis before any final decision is made. Also, in this case, the final settlement was fully supported by a list of advocates and organizations speaking on behalf of consumers, small businesses, larger commercial and industrial customers, and a number of other concerned parties."



The settlement document, which is more than 500 pages long, can be accessed here <https://www.puc.pa.gov/pcdocs/1760972.pdf>.

The people of Port Vue, however, don't feel like they were represented.

"It makes me angry," Dean said. "We're a borough of about 3500 people and I think we deserve better."

Channel 11 also reached out to Pennsylvania American Water for a response.

The company has been handling the borough's wastewater since it acquired the McKeesport Wastewater system in 2017. At that time, "local communities like Port Vue had lower rates and became part of our single tariff pricing over time," said Pennsylvania American Water Spokesperson Gary Lobaugh.

He added, "at the company's request, the PUC gradually raised Port Vue's wastewater rates over a series of company rate cases during the past six years to bring Port Vue's rates up to conform with our zone 1 wastewater rates paid by the rest of our customers."

Lobaugh told Channel 11 that the new rates established as part of the settlement "reflect the more than \$1 billion in water and wastewater system investments the company will make through 2023 to continue providing safe and reliable service."

When it comes to Port Vue specifically, Lobaugh said that \$5 million has been invested in direct infrastructure improvements.

Bettors acknowledged that claim to Channel 11, asking: "you trying to get that all back at one time?"

Lobaugh said "we understand there is never a good time to ask for a rate increase and understand the frustration associated with increasing rates."

He said that the settlement includes "an expanded low-income discount program to continue addressing affordability. Under this expanded program, income-eligible households will receive monthly bill discounts of between 30 and 80 percent for water and wastewater service."

But Bettors fears not enough people will qualify.

He and others have contacted state and local lawmakers for help. They fear that the increased rate could force people to leave the borough, while discouraging others from moving in.

"Why would they come here to live if they know they've got a \$200 sewage bill?" Bettors asked.



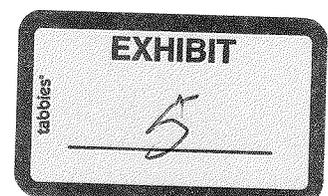
Pennsylvania American Water Invested \$400 Million Statewide in 2020

February 16, 2021 09:00 AM Eastern Standard Time

MECHANICSBURG, Pa.--(BUSINESS WIRE)--

Pennsylvania American Water announced today its end-of-year investment total and system improvement recap for 2020. In just 12 months, the company invested \$400 million to upgrade water and wastewater infrastructure across the Commonwealth – delivering on its significant capital investment plan despite the COVID-19 public health emergency.

The \$400 million in water and





Pennsylvania American Water ...



• **Follow**

2d ·

Extending Public Water
... See more

Washington County Water Main Extension

- 10 miles of new water main installed
- \$20 million investment
- 80 residents will have access to reliable water including the Avella School District



← Pennsylvania American Water 🔍



Pennsylvania American Water



Sponsored · 🌐

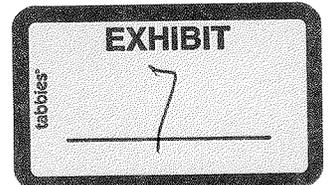
Recently, we hosted an event at the Coatesville Salvation Army to encourage eligible customers to enroll in one of our many customer assistance offerings, like our H2O Help to Others Program.

Starting in 1991, we were the first water utility to voluntarily start a customer assistance program. 32 years and over 20,000 grants issued later, we are still here for our customers when they need us the most. In 2022, \$7.4 million in monthly bill discounts were given and we have no plans on stopping. To learn how you can enroll, visit our website.

Amwater.com - American Water Company



Write a comment...



COMMONWEALTH OF PENNSYLVANIA
COUNTY OF DAUPHIN

RYAN FLYNN :
 : C-2024-3047272
 V. :
 :
 PENNSYLVANIA-AMERICAL WATER :
 COMPANY :

SUBPOENA TO ATTEND AND TESTIFY

TO: ERIN K. FURE, ESQUIRE, FORMER COUNSEL FOR DEFENDANT

1. YOU ARE ORDERED BY THE COURT TO ATTEND A TELEPHONIC HEARING SCHEDULED FOR DECEMBER 3, 2024 AT 10:00 A.M. ON BEHALF OF RYAN FLYNN (AS ON CROSS). YOU MAY PARTICIPATE USING TOLL FREE BRIDGE TELEPHONE NUMBER 888.395.6703 USING PIN NUMBER 88097140. (SEE ENCLOSED PREHEARING ORDER PROVIDING INSTRUCTIONS) AND TO REMAIN UNTIL EXCUSED.
2. AND BRING WITH YOU THE FOLLOWING: ANY DOCUMENTS DELIVERED TO YOU WITH THIS SUBPOENA.

IF YOU FAIL TO ATTEND OR TO PRODUCE THE DOCUMENTS OR THINGS REQUIRED BY THIS SUBPOENA, YOU MAY BE SUBJECT TO THE SANCTIONS AUTHORIZED BY RULE 234.5 OF THE RULES OF PENNSYLVANIA RULES OF CIVIL PROCEDURE, INCLUDING BUT NOT LIMITED TO COSTS, ATTORNEY FEES AND IMPRISONMENT.

REQUESTED BY: LAWRENCE J. ROSEN, ESQUIRE, 1119 NORTH FRONT STREET, HARRISBURG, PA 17102. ID# 10625; (717) 233-5292

BY THE COURT,

DATE:

BY:



Erin K. Fure
Director, Corporate Counsel
852 Wesley Drive | Mechanicsburg, PA 17055
Phone: 717-550-1556 | Fax: 717-550-1255
erin.fure@amwater.com

January 19, 2023

VIA ELECTRONIC AND FIRST-CLASS MAIL

Lawrence J. Rosen, Esquire
Krevsky & Rosen, P.C.
Counselors at Law
1101 North Front Street
Harrisburg, PA 17102

In re: **Meadowbrook Mobile Home Park**

Dear Attorney Rosen:

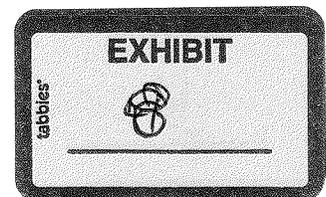
Pennsylvania-American Water Company has received your letter dated January 11, 2023 in which you requested an explanation regarding how Meadowbrook Mobile Home Park is billed for its wastewater service.

As a wastewater customer, Meadowbrook is subject to PAWC's Wastewater Tariff. Pursuant to PAWC's most recent Wastewater Tariff, all metered commercial customers in Rate Zone 1 are subject to a monthly service charge of \$27.50 per equivalent dwelling unit (EDU). Meadowbrook Mobile Home Park has 92 lots for mobile homes and is therefore billed for 92 EDUs. The meter located at the park does not impact Meadowbrook's wastewater bills; it is a customer-owned master sewer meter that reads sewage flow.

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

Sincerely,

Erin K. Fure



cc: Joel Mitchell, Pennsylvania-American Water Company (*via electronic mail*)