

COMMONWEALTH OF PENNSYLVANIA



PATRICK M. CICERO
Consumer Advocate

OFFICE OF CONSUMER ADVOCATE
555 Walnut Street, 5th Floor, Forum Place
Harrisburg, Pennsylvania 17101-1923
(717) 783-5048
(800) 684-6560

 @pa_oca
 /pennoca
FAX (717) 783-7152
consumer@paoca.org
www.oca.pa.gov

November 22, 2024

Via Electronic Filing

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

Re: Pennsylvania Public Utility Commission
v.
Aqua Pennsylvania, Inc. and
Aqua Pennsylvania Wastewater, Inc.
Docket Nos. R-2024-3047822 (Water)
R-2024-3047824 (Wastewater)

Dear Secretary Chiavetta:

Enclosed for e-filing please find the Office of Consumer Advocate's Courtesy Pleading for Aqua Settlement in this matter.

Copies have been served on the parties as indicated on the enclosed Certificate of Service.

Respectively,

/s/ Katherine M. Kennedy
Katherine M. Kennedy, Esq.
Assistant Consumer Advocate
PA Attorney I.D. # 317237
KKennedy@paoca.org

Enclosures

cc: Administrative Law Judge Gail M. Chiodo (gchiodo@pa.gov)
Administrative Law Judge Alphonso Arnold III (alphonarno@pa.gov)
Certificate of Service

CERTIFICATE OF SERVICE

Pennsylvania Public Utility Commission :
v. : Docket Nos. R-2024-3047822 (Water)
Aqua Pennsylvania, Inc. and : R-2024-3047824 (Wastewater)
Aqua Pennsylvania Wastewater, Inc. :

I hereby certify that I have this day served a true copy of the Office of Consumer Advocate’s Courtesy Pleading for Aqua Settlement, upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant), in the manner and upon the persons listed below.

Dated this 22nd day of November, 2024.

SERVICE BY E-MAIL ONLY

Steven Gray, Esq.
Rebecca Lyttle, Esq.
Office of Small Business Advocate
555 Walnut Street
1st Floor, Forum Place
Harrisburg, PA 17101
sgray@pa.gov
relyttle@pa.gov
Counsel for OSBA

John W. Sweet, Esq.
Ria M. Pereira, Esq.
Elizabeth R. Marx, Esq.
Lauren N. Berman, Esq.
Pennsylvania Utility Law Project
118 Locust Street
Harrisburg, PA 17101
PULP@pautilitylawproject.org
Counsel for CAUSE-PA

Carrie B. Wright, Esq.
Pennsylvania Public Utility Commission
Bureau of Investigation & Enforcement
400 North Street, 2nd Floor West
Harrisburg, PA 17120
carwright@pa.gov
Counsel for I&E

Adeolu A. Bakare, Esq.
Charis Mincavage, Esq.
Harrison Ryan Block, Esq.
McNees Wallace & Nurick LLC
100 Pine Street
P. O. Box 1166
Harrisburg, PA 17108-1166
abakare@mcneeslaw.com
cmincavage@mcneeslaw.com
rblock@mcneeslaw.com
Counsel for Aqua Large Users Group

SERVICE BY E-MAIL ONLY (continued)

Michael W. Hassell, Esq.
Garrett P. Lent, Esq.
Nicholas Stobbe, Esq.
Post & Schell
17 North Second Street, 12th Floor
Harrisburg, PA 17101-1601
mhassell@postschell.com
glent@postschell.com
nstobbe@postschell.com
Counsel for Aqua

Renardo L. Hicks, Esq.
Bryce R. Beard, Esq.
Eckert Seamans Cherin & Mellott, LLC
213 Market St., 8th Floor
Harrisburg, PA 17101
rhicks@eckertseamans.com
bbeard@eckertseamans.com
Counsel for SCH USA

John Day
614 Runyon Avenue
Piscataway, NJ 08854
john@johnday.us

Robert J. Fogarty
628 Fair Street
Nescopeck, PA
Rjfl12@verizon.net

Susan Unvarsky
151 Brook Street
Sugar Notch, PA 18706
sunvarsky24@gmail.com

Elana D. Schnall, Esq.
Scott T. Wyland, Esq.
Salzmann Hughes, P.C.
1801 Market Street, Suite 300
Camp Hill, PA 17011
eschnall@salzmannhughes.com
swyland@salzmannhughes.com
*Counsel for Sandy Township, Treasure Lake
Property Owners Association, Inc., Barry
Abbott, and Richard Whitaker*

Kimberly A. Joyce, Esq.
Alexander R. Stahl, Esq.
Aqua Pennsylvania
762 W. Lancaster Avenue
Bryn Mawr, PA 19010
kajoyce@essential.co
astahl@aquaamerica.com
Counsel for Aqua

Lauren M. Burge, Esq.
Eckert Seamans Cherin & Mellott, LLC
600 Grant Street, 44th Floor
Pittsburgh, PA 15219
lburge@eckertseamans.com
Counsel for SCH USA

Carl R. Shultz, Esq.
Eckert Seamans Cherin & Mellott, LLC
213 Market St., 8th Floor
Harrisburg, PA 17101
kmoury@eckertseamans.com
*Counsel for New Wilmington Municipal
Authority*

Steven Boyanowski
34 Willow Way
Dallas, PA 18612
judybccd@gmail.com

/s/ Katherine M. Kennedy
Katherine M. Kennedy, Esq.
Assistant Consumer Advocate
PA Attorney I.D. # 317237
KKennedy@paoca.org

Melanie Joy El Atieh, Esq.
Deputy Consumer Advocate
Jacob D. Guthrie, Esq.
Assistant Consumer Advocate
OCAAqua2024@paoca.org

Counsel for:
Patrick M. Cicero
Consumer Advocate

Office of Consumer Advocate
555 Walnut Street
5th Floor, Forum Place
Harrisburg, PA 17101-1923

Dated: November 22, 2024

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Pennsylvania Public Utility Commission	:	
v.	:	Docket Nos. R-2024-3047822(Water)
Aqua Pennsylvania, Inc. and	:	R-2024-3047824(Wastewater)
Aqua Pennsylvania Wastewater, Inc.	:	

OFFICE OF THE CONSUMER ADVOCATE’S
COURTESY FORWARDING OF CONSUMER FEEDBACK
TO PROPOSED, NON-UNANIMOUS, PARTIAL SETTLEMENT

AND NOW, comes the Pennsylvania Office of Consumer Advocate and its attorneys of record for the above-referenced case, and respectfully presents as follows:

1. On May 23, 2024, Aqua Pennsylvania, Inc. and Aqua Pennsylvania Wastewater, Inc. (collectively Aqua or the Company) filed Original Tariff Water – PA P.U.C. No. 4 and Original Tariff Sewer – PA P.U.C. No. 4, with the Commission pursuant to 52 Pa. Code § 53.71 and the Commission’s directives in the Order entered June 13, 2024, at Docket No. R-2024-3047822, *et al.*, and the Order entered June 13, 2024, at R-2024-3047824, *et al.* at the above-captioned dockets.
2. On May 31, 2024, the OCA filed its Formal Complaint and Public Statement.
3. On June 13, 2024, the Commission issued an Order that initiated an investigation into the lawfulness, justness, and reasonableness of the proposed rate increase in this filing, in addition to the Company’s existing rates, rules, and regulations, assigned this matter to the Office of Administrative Law Judge (OALJ) for further proceedings as appropriate, and suspended the effective date of Original Tariff Water – PA P.U.C. No. 4 and Original Tariff Sewer – PA P.U.C. No. 4 until February 22, 2025. The OALJ assigned the case to

the Honorable ALJs Gail M. Chiodo and Alphonso Arnold, III (also respectfully referred to as “ALJs,” collectively).

4. Approximately 125 consumers have filed formal complaints to date. There were 11 Public Input Hearings at which 173 individuals testified under oath, an overwhelming majority of them in opposition to Aqua’s rate relief request. OCA St. 1 Supp. at 1.
5. On October 25, 2024, Aqua Pennsylvania, Inc. and Aqua Pennsylvania Wastewater, Inc. (collectively, “Aqua PA,” “AP” or the “Company”), the Bureau of Investigation and Enforcement (“I&E”) of the Pennsylvania Public Utility Commission (“Commission”), the Office of Consumer Advocate (“OCA”) , the Office of Small Business Advocate (“OSBA”), and the Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania (“CAUSE-PA”) (collectively, “Settlement Parties” or “Joint Petitioners”) communicated with ALJs Chiodo and Arnold that that the Parties reached a partial¹, non-unanimous settlement in principle.
6. ALJs Chiodo and Arnold asked that Aqua send the settlement and supporting documents to all formal complainants in this matter (both active and inactive) by November 7, 2024.
7. The ALJs also asked that OCA send a Notification Letter to all formal complainants.
8. The Commission compiled lists of formal and informal complainants, and the OCA sent a Notification Letter to the complainants on or about November 7, 2024, which directed the consumer complainants to submit signature pages and/or comments to the PUC or the OCA by November 19, 2014².

¹ The one unresolved issue between the Settling Parties is the Company’s proposals to increase rates in the Company’s East Whiteland rate district and include the wastewater assets of East Whiteland Township in its ratemaking rate base, which the parties agreed in the Settlement to reserve for briefing.

² The OCA Letter further directed that if a consumer complainant sent signature pages and/or comments to the OCA, the OCA would then submit the same to the PUC.

9. On or about November 20, 2024, Assistant Consumer Advocate Katie Kennedy forwarded the ALJs any and all responses received by the OCA in response to the Proposed Settlement.
10. On or about November 21, 2024, the Honorable Gail Chiodo and Alphonso Arnold III requested that the OCA submit all comments it receives from pro se Complainants (which have not been filed of record by the Complainant) to the Secretary's Bureau, as well as forwarding such comments to the ALJs.
11. On or about November 21, 2024, the OCA sought direction from the Office of Special Assistants ("OSA") and were directed to file all comments that the OCA receives from pro se Complainants.
12. On or about November 22, 2024, Attorney Kennedy conveyed the direction received by the OSA to the ALJs, parties and counsel of record.
13. In accordance with the above, the OCA respectfully files the following pro se Complainant comments in response to the pending, proposed Settlement for the above-docketed cases:
 - a. Roxann Honer - Signature in Support, attached as Appendix A;
 - b. Donald Guth – Signature in Opposition, attached as Appendix B;
 - c. Adam Joseph Shellhorse – Comments in Opposition with Exhibits, attached as Appendix C;
 - d. Robert Fogarty – Comments in Opposition, attached as Appendix D; and
 - e. Douglas J. Weiser - Signature in Support, attached as Appendix E.
14. The OCA believes and therefore avers that the above-referenced and attached appendices are all of the comments in the OCA's possession as of this filing.

15. Should the OCA receive additional comments from pro se Complainants in these matters, the OCA will file the same upon receipt.
16. The OCA respectfully requests that the Honorable ALJs and this Honorable Commission do not consider the OCA's filing of these comments as adoptions or endorsements of the positions contained therein. Rather, the OCA is simply ensuring that consumer voices are heard and accounted for in this proceeding.

Respectfully submitted,

/s/ Melanie Joy El Atieh
Melanie Joy El Atieh
Deputy Consumer Advocate
PA Attorney I.D. # 209323
MElAtieh@paoca.org

Jacob D. Guthrie
Assistant Consumer Advocate
PA Attorney I.D. # 334367
JGuthrie@paoca.org

Katherine M. Kennedy
Assistant Consumer Advocate
PA Attorney I.D. #317237
KKennedy@paoca.org

Counsel for:
Patrick M. Cicero
Consumer Advocate

Office of Consumer Advocate
555 Walnut Street
5th Floor, Forum Place
Harrisburg, PA 17101-1923
Phone: 717-783-5048
Fax: 717-783-7152

Dated: November 22, 2024

APPENDIX A

SIGNATURE PAGE FOR SETTLEMENT

Please sign this sheet if you would like to **join** in the Joint Petition for Settlement signed by Aqua Pennsylvania, Inc., Aqua Pennsylvania Wastewater, Inc., the PUC's Bureau of Investigation and Enforcement, the Office of Consumer Advocate and the Office of Small Business Advocate on November 7, 2024, in the case of Pennsylvania Public Utility Commission v. Aqua Pennsylvania, Inc. and Aqua Pennsylvania Wastewater, Inc., Docket Nos. R-2024-3047822 and R-2024-3047824.

By adding my signature below, I am indicating that I have read the terms of the proposed Settlement Agreement and wish to **join** in the Settlement. I am willing to allow the terms of the Settlement to resolve my Formal Complaint in this matter if the Public Utility Commission approves the Settlement without modification.

Roxann Honer
Please Print Your Full Name

Roxann Honer
Please Sign Your Full Name

Date: 11-15-24

Please Write Your Address Here:

457 North Huron Cir.
Hazleton, Pa. 18202

Docket Numbers of Your Complaint(s) (begins with C-2024):

R 2024-3047822



Roxann Honer
457 N Huron Cir
Hazleton, PA 18202 ★



HARRISBURG PA 171
16 NOV 2024PM 1 L

RECEIVED

NOV 18 2024

OFFICE OF
CONSUMER ADVOCATE

PA office of Consumer Advocate
555 Walnut St.
Fifth Floor Forum Place
Harrisburg, Pa. 17101-1923

17101-192399



APPENDIX B

OBJECTIONS TO SETTLEMENT

Please sign this sheet if you would like to **oppose** the Joint Petition for Settlement signed by Aqua Pennsylvania, Inc., Aqua Pennsylvania Wastewater, Inc., the PUC's Bureau of Investigation and Enforcement, the Office of Consumer Advocate and the Office of Small Business Advocate in the case of Pennsylvania Public Utility Commission v. Aqua Pennsylvania, Inc. and Aqua Pennsylvania Wastewater, Inc., Docket Nos. R-2024-3047822 and R-2024-3047824. **You are encouraged to provide written comments below and/or attach additional pages**, setting forth any facts and explanation for your objections.

By adding my signature below, I am indicating that I have read the terms of the Settlement Agreement and wish to **oppose** the Settlement. I understand that I may file objections (below and/or by attachment to this Objections Page) to the Settlement and exceptions to a Recommended Decision and that my complaint will be resolved as part of the PUC order resolving this case.

DONALD GUTH
Please Print Your Full Name

Donald Guth
Please Sign Your Full Name

Date: 11/13/2024

Please Write Your Address Here:

240 W. TUSCARORA DR.
HAZLETON PA
18202

Docket Numbers of Your Complaint(s) (begins with C-2024):

C-2024 - 3047822 (WATER)
C-2024 - 3047824 (WASTEWATER)

Written Comments and reasons for objecting (may attach additional sheets):

- My objection is Two-fold /
- ① I TRAVEL most years for a consecutive Period of 2 months, during this Time my water is Turned off. I object to THE MONTHLY customer charge (WATER) & (SEWER), Don't mind paying when Home & used But NOT when my charge for "ZERO" usage.
 - ② usage of gallons that I water outside plants & Bushes in summer months. IT'S easy to tell when my Month Bill is constant except for June - Sept.



Donald R Guth
240 W Tuscarora Dr
Hazleton PA 18202-3143



HARRISBURG PA 171

16 NOV 2024 PM 4 L

RECEIVED

NOV 18 2024

OFFICE OF
CONSUMER ADVOCATE

PA. Office of Consumer Advocate
555 WALNUT ST.
FIFTH FLOOR, FOREW PLACE
HARRISBURG, PA. 17101

17101-152355



APPENDIX C

OBJECTIONS TO SETTLEMENT

Adam Joseph Shellhorse

November 17, 2024

Home Address:

1042 Elderberry Way
Cheltenham, PA 19012

Docket numbers of Complaints: Docket Nos. C-2024-3050014
and C-2024-3049959.

Written comments for objecting:

I, Adam Joseph Shellhorse, hereby oppose the proposed Settlement for the following reasons:

1) I oppose because I never received the proposed Settlement and supporting documents from AQUA's counsel as related specifically to our community, Cheltenham Township.

2) I oppose because I cannot find a copy of the proposed Settlement and supporting documents on the OCA web site (oca.pa.gov), as specified in the letter we received from the OCA, on November 7, 2024, signed by Katherine M. Kennedy, Assistant Consumer Advocate.

3) I oppose because I cannot find a copy of the proposed Settlement and supporting documents on the PUC website.

4) Most importantly, I oppose because in Ms. Kennedy's OCA letter, dated November 7, 2024, it states, on pg. 2, that for a residential customer using 3,870 gallons in the Rate 1 Main Division

service territories would increase by \$9.95...a 12.3% increase rather than a 19.8% increase.

However, in the Notice of Proposed Water Rate Changes, sent by AQUA on May 23, 2024, we were informed, in Cheltenham Township, that “Residential customers with a 5/8-inch meter using 3,870 gallons per month would increase from \$78.21 to \$97.01 per month. **This is a 24% increase and not a 19.8% increase. Therefore, we have no idea how the proposed Settlement will affect us in Cheltenham Township and must oppose it.**

5) Most crucially, I oppose the proposed Settlement as regards the wastewater increase because in Ms. Kennedy’s OCA letter, dated November 7, 2024, it states, on pg. 2, that for a residential customer using 3,870 gallons in the Rate 1 Main Division service territories would increase by \$5.36, from \$81.18 to \$86.54 per month, a 6.6% increase, rather than the \$14.92 increase (18.4%) originally proposed by Aqua. However, in the Notice of Proposed Wastewater Rate Changes, sent by AQUA on May 23, 2024, we were informed, in Cheltenham Township, that “Residential customers using 3,870 gallons per month would increase from \$61.31 to \$92.85 per month. **This is a 51.4% increase and not a 18.4% increase. Therefore, we have no idea how the proposed Settlement will affect us in Cheltenham Township and must oppose it.**

6) I oppose because I cannot find AQUA or the PUC’s response to our complaints and concerns that were articulated by us and numerous citizens of Cheltenham Township, during the Public Hearings against AQUA’s water and wastewater rate change proposals, on August 5, 2024. In short, AQUA and the PUC should communicate with us. We are not receiving the relevant information from either of them, in regard to the rate change proposals for water usage and wastewater specifically in Cheltenham Township.

7) I oppose because AQUA already raised rates in 2022 by 65% (see attached letter by Cheltenham Township Manager, Alyson Elliott), which effectively doubled the rates in Cheltenham Township. For our family, in real dollars, the new proposed rate hike will be an additional \$80-100 per month in winter, and we average, with two people, about \$200 per month, and \$300 in summer when we lightly water our grass. These are, by any standard, unreasonable rates when compared to our surrounding communities. For example, we currently pay in Cheltenham **TRIPLE** what folks in Philly pay for water and sewage, with no better service. More important, this rate hike affects not only us but *all* of Cheltenham Township, including folks on fixed income, our seniors, and people who are just getting by.

8) I oppose because such rate hikes will affect this community in the short and long term. People will abandon this community, people are getting squeezed from all sides, and it will affect people's home values.

9) I oppose because water is essential to life. The Pennsylvania Constitution states that "the people have a right to clean air, pure water." Access to clean water is a basic right and should not be controlled by a monopoly. We have no choice as consumers and citizens. To use an analogy, Aqua is like a corrupt landlord who can raise rates at will. We have no recourse as citizens. No marketplace. We can't simply shop around; we can't move to a different apartment or buy a new house to escape such rate hikes. All we can do is oppose and we greatly appreciate this opportunity to express the concrete reasons and rationale for our opposition.

10) I oppose because we are in a tax-stressed, inflationary environment. Cheltenham Township is the highest taxed township in Montgomery County. **The fact that our Board of Commissioners and elected officials have all written formal complaints against the proposed rate hike clearly and concretely indicates that AQUA remains woefully out of touch with its consumer base. Quoting Alyson Elliot’s letter, dated July 16, 2024, written on behalf of Cheltenham Township and our Board of Commissioners: “I’d like to submit a formal complaint on behalf of Cheltenham Township...with respect to the proposed rate increases.... This is on top of a 65% sewer rate increase our ratepayers already experienced in 2022, effectively doubling the rates they were paying five years ago prior to Aqua PA acquiring the sewer system. Cheltenham businesses and business owners, like many Americans, are burdened by the increase in the cost of living and the proposed increases are unsustainable for many of them.”**

11) I oppose because AQUA is raising rates to 1) off-set their numerous, expansionist acquisitions and maintenance of other sewer systems, such as those of Delaware County in record deals (Delaware County Regional Water Quality Control Authority system for \$276.5 million, Aqua’s largest acquisition ever, and the largest privatization of a public water or wastewater system in Pennsylvania); 2) to pad the pockets of their CEO and directors; and 3) to pay dividends to their stockholders.

12) In sum, faced with such a situation, with uncertainty, and with the lack of transparent communication on the part of AQUA and the PUC regarding specifically the case of Cheltenham Township, and based on the OCA notice, dated November 7, 2024, I oppose the proposed

Settlement reduction because it is, in effect, too little given that AQUA recently increased rates astronomically by 65% in Cheltenham in 2022 (see attached Alyson Elliott's letter). Moreover, the proposed Settlement remains entirely unclear and ambiguous as regards how it will affect the water and wastewater rates in Cheltenham Township moving forward. Accordingly, AQUA's original proposal, dated May 23, 2024, for both water usage (24%) and wastewater (51.4%) remains unaffordable and unviable for us, for Cheltenham Township, and for its concerned citizens. We cannot support the proposed Settlement without knowing specifically how it will affect us in Cheltenham Township. I stand unequivocally in opposition and sincerely hope you will consider and take measures to address my family and our community's concerns.

Please find attached copies of the two notices AQUA sent to us in Cheltenham Township on May 23, 2024, indicating the astronomical proposed water rate increases of (24%) and wastewater (51.4%), as well as a copy of Alyson Elliott's letter, dated July 16, 2024, written on behalf of Cheltenham Township's Board of Commissioners.

Thank you so much for your attention and concern and for this opportunity to voice our opposition. I look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read "Adam J. Shellhorse". The signature is fluid and cursive, with a large, sweeping flourish at the end.

Adam Joseph Shellhorse, Ph.D.

Township of Cheltenham

Montgomery County, Pennsylvania

Board of Commissioners

Matthew D. Areman, *President*
Irv Brockington, *Vice President*
Jeff Chirico
Dwight Pedro Lewis
Daniel B. Norris
Ann L. Rappoport
Mitchell Zygmund-Felt

Township Manager

Alyson Elliott



Administration Building

8230 Old York Road
Elkins Park, PA 19027-1589

Phone: 215-887-1000
Fax: 215-887-1561
www.cheltenhampa.gov

July 16, 2024

Ms. Rosemary Chiavetta
Secretary of the Commission
Pennsylvania Public Utility Commission (PUC)
400 North Street
Harrisburg, PA 17120

RE: Complaint Against Proposed Aqua, PA Rate Increases

Dear Ms. Chiavetta:

On behalf of the Cheltenham Township Board of Commissioners and its ratepayers, I would like to thank the PUC for organizing two public input hearings on August 5, 2024, at Curtis Hall to allow our community an opportunity to personally express its concerns about the water and sewer rate increases proposed by Aqua Pennsylvania.

While it is appreciated that the PUC is hosting hearings on Aqua Pennsylvania's proposed rate increases, I would like to submit a formal complaint on behalf of Cheltenham Township Board of Commissioners and ratepayers with respect to the proposed increases of 50% for sewer rates and 20% for water rates. This is on top of a 65% sewer rate increase our ratepayers already experienced in 2022, effectively doubling the rates they were paying five years ago prior to Aqua Pennsylvania acquiring the sewer system. Cheltenham residents and business owners, like many Americans, are burdened by increased costs of living and the proposed increases are unsustainable for many of our them.

I am including a copy of a letter and petition from Cheltenham Township ratepayers expressing their opposition to Aqua Pennsylvania's proposed rate increases for your review and records.

If you have questions or concerns, please do not hesitate to contact me at either (215) 887-1000 or manager@cheltenhampa.gov. Thank you for your attention to this matter.

Sincerely,

Alyson Elliott
Township Manager

AEE/aml

cc: Board of Commissioners
Edward Diasio, Township Solicitor

NOTICE OF PROPOSED WATER RATE CHANGES

Dear Customer:

Aqua Pennsylvania, Inc. ("Aqua" or "Company") filed a request with the Pennsylvania Public Utility Commission ("PUC") on May 23, 2024 to increase your water rates as of July 22, 2024. A full investigation of this request by the PUC could delay the change until February 2025. This notice describes our request, the PUC's role, and what actions you can take.

AQUA'S RATE REQUEST

Aqua is requesting a total overall rate increase of \$126.7 million per year for our water and wastewater operations. This covers capital investments in system repairs and improvements that Aqua made since April 2023 and are projected through December 2025. It also covers the cost of operation and maintenance, like chemicals and power, essential to providing reliable utility service. Since the last rate case, Aqua plans to invest approximately \$950 million in infrastructure and other service improvements.

THE RATES YOU PAY DIRECTLY BENEFIT YOUR COMMUNITY

The investments Aqua has made in our water and wastewater systems have increased system reliability and capacity and helped prevent service interruptions. The rates you pay for are used for repairs and improvements including, but not limited to, the following:

- Replacement and rehabilitation of approximately 200 miles of aging water mains
- Replacement and repair of valves, fire hydrants, customer service lines and other parts of our approximately 5,900-mile distribution system
- Replacement and repair of treatment plants and wells, the installation of critical equipment, including laboratory equipment, that ensures compliance with all water quality regulations, disinfection, treatment for PFAS and other contaminants
- Replacement and repair of pumping stations, water storage tanks, emergency generators to ensure the continued ability to meet system demands and all regulatory requirements
- Focus on protecting system operations and customer information from cyberattack

Aqua's commitment to ongoing system investments helps ensure water quality and uninterrupted service. It also helps protect our customers from critical systems failures that many U.S. communities are now facing due to aging water and wastewater infrastructure.

If the Company's entire request is approved, the typical water bill for:

- Residential customers with a 5/8-inch meter using 3,870 gallons a month would increase from \$78.21 to \$97.01 per month.
- Commercial customers with a 5/8-inch meter using 37,900 gallons a month would increase from \$512.33 to \$634.36 per month.
- Industrial customer with a 5/8-inch meter using 227,600 gallons a month would increase from \$2,519.88 to \$3,129.86 per month.

Aqua's filing with the PUC also requests a combined revenue requirement for the Company's water and wastewater operations.

To learn more about our request, or to address any other questions you might have, contact Aqua at 877.987.2782. You can find the rates we asked for in Original Tariff Water – PA P.U.C. No. 4 and Original Tariff Sewer – PA P.U.C. No. 4, filed with the PUC or on our website at Aquawater.com. You may review the material we filed with the PUC at our office in Bryn Mawr, Pennsylvania. You can also ask us to send you a copy of our Statement of Reasons, which is a plain-language summary of why we need to raise our rates.

24^{3/4}

NOTICE OF PROPOSED WASTEWATER RATE CHANGES

Dear Customer:

Aqua Pennsylvania, Inc. ("Aqua" or "Company") filed a request with the Pennsylvania Public Utility Commission ("PUC") on May 23, 2024 to increase your water rates as of July 22, 2024. A full investigation of this request by the PUC could delay the change until February 2025. This notice describes our request, the PUC's role, and what actions you can take.

AQUA'S RATE REQUEST

Aqua is requesting a total overall rate increase of \$126.7 million per year for our water and wastewater operations. This covers capital investments in system repairs and improvements that Aqua made since April 2023 and are projected through December 2025. It also covers the cost of operation and maintenance, like chemicals and power, essential to providing reliable utility service. Since the last rate case, Aqua plans to invest approximately \$950 million in infrastructure and other service improvements.

THE RATES YOU PAY DIRECTLY BENEFIT YOUR COMMUNITY

The investments Aqua has made in our water and wastewater systems throughout the state have increased reliability and capacity and helped prevent service interruptions. These improvements include, but are not limited to, the following: collection system replacement and repair, treatment plant rehabilitation, electrical and power system improvements, installation of remote monitoring systems, and installation of emergency generators.

Aqua's commitment to ongoing system investments helps ensure uninterrupted service and the appropriate treatment of wastewater to protect the environment. It also helps protect our customers from critical systems failures that many U.S. communities are now facing due to aging water and wastewater infrastructure.

If the Company's entire request is approved, the typical wastewater bill for:

- Residential customers using 3,870 gallons a month would increase from \$61.31 to \$92.85 per month.
- Non-Residential customers using 3,300 gallons a month would increase from \$56.08 to \$85.50 per month.

Aqua's filing with the PUC also requests a combined revenue requirement for the Company's water and wastewater operations.

To learn more about our request, or to address any other questions you might have, contact Aqua at 877.987.2782. You can find the rates we asked for in Original Tariff Water – PA P.U.C. No. 4 and Original Tariff Sewer – PA P.U.C. No. 4, filed with the PUC or on our website at Aquawater.com. You may review the material we filed with the PUC at our office in Bryn Mawr, Pennsylvania. You can also ask us to send you a copy of our Statement of Reasons, which is a plain-language summary of why we need to raise our rates.

PUC ROLE

The state agency that approves rates for public utilities is the PUC. The PUC will review and investigate the requested rate increase. Aqua must prove that the requested rates are reasonable. After examining the evidence, the PUC may grant all, some, or none of the request or may reduce existing rates. **As a result, the final effect on your bill may be different than Aqua's request.**

514%

APPENDIX D

From: Robert J Fogarty <rjf12@verizon.net>
Sent: Monday, November 18, 2024 1:01 PM
To: Consumer <Consumer@paoca.org>
Subject: Aqua Settlement Comments

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This email is in reference to R-2024-3047824

I am not in the legal field, nor can I afford legal assistance, so please excuse my ignorance. I am just dealing in facts as I see them..

I was notified via my monthly bill that my water bill would increase to 79 dollars per month. (I now pay 45) I did my best to find a way to reduce this amount. I contacted the PUC who sent me to the PAOCA. As it turns out, I became a formal person of opposition and still am.

When I asked started asking questions, i was told there is a non-discloser clause put on by the judges. To me that meant a gag order and I was not allowed to discuss.

Then I was informed that the PAOCA made a secret agreement with Aqua without involving all the formal opposition. I am not sure, but I think there are laws against this. Maybe the sunshine laws?

PAOCA tells me the 12.3% increase is a great deal and they think it is better than what the judges would have done if it went to court. To me and the seniors on a fixed income this rate increase is unacceptable.

Concerned citizen
Bob Fogarty

APPENDIX E

SIGNATURE PAGE FOR SETTLEMENT

Please sign this sheet if you would like to **join** in the Joint Petition for Settlement signed by Aqua Pennsylvania, Inc., Aqua Pennsylvania Wastewater, Inc., the PUC's Bureau of Investigation and Enforcement, the Office of Consumer Advocate and the Office of Small Business Advocate on November 7, 2024, in the case of Pennsylvania Public Utility Commission v. Aqua Pennsylvania, Inc. and Aqua Pennsylvania Wastewater, Inc., Docket Nos. R-2024-3047822 and R-2024-3047824.

By adding my signature below, I am indicating that I have read the terms of the proposed Settlement Agreement and wish to **join** in the Settlement. I am willing to allow the terms of the Settlement to resolve my Formal Complaint in this matter if the Public Utility Commission approves the Settlement without modification.

Douglas J. Weiser

Please Print Your Full Name

Date: 11/19/24

Please Write Your Address Here:

Douglas J Weiser

Please Sign Your Full Name

509 Lake Valley Dr.
Hazleton, PA
18202

Docket Numbers of Your Complaint(s) (begins with C-2024):

R-2024-3047822

R-2024-3047824




LEHIGH VALLEY PA 180

19 NOV 2024 PM 3 L

PA Office of Consumer Advocate
555 Walnut St.
5th Floor, Forum Place
Harrisburg, PA 17101



17101-192599



Douglas Weiser
509 Lake Valley Dr.
Hazleton, PA 18202-8207

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CONSUMER ADVOCATE