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RCVD PUC SEC BUR
DEC 13 2024 AM 11:06

Pennsylvania Utility Commission
400 North Street
Harrisburg, PA 17120

R-2024-3051816

Dear Members of the Pennsylvania Utility Commission,

I am writing to express my concerns regarding Audubon Water Company's significant and unexpected increase in my water bill, which is expected to rise by approximately 35% in the new year. As a resident of this township, I understand that local funds are often used to cover the cost of essential water services. Given this, I am puzzled by such a steep price hike and would appreciate clarification on the factors that have led to this increase. Additionally, I would like to understand whether there are sufficient funds available at the township level to prevent such an undue burden on residents.

In addition to the financial concern, I recently received a letter from the township informing residents of the decreasing quality of our water. This issue is particularly troubling, as access to clean, safe water is fundamental to public health and well-being. I would appreciate more detailed information regarding the current state of our water quality, the specific challenges we face, and what steps are being taken to remedy the situation. It is important that residents understand what measures are being implemented to restore water quality and how these efforts will impact our service in the long term.

Finally, I would like to request better communication from the PUC, particularly in relation to changes that affect residents' water service. In recent months, there have been instances of water service disruptions, and in these situations, residents have not been informed in a timely manner about the causes of these interruptions or when service would be restored. More proactive communication, especially in cases of water shutdowns or quality issues, would help reduce frustration and ensure that residents feel informed and supported.

I trust the PUC will take these concerns seriously and provide the clarity and updates needed to ensure residents are not only paying fair rates for water services but also receiving clean, reliable service. I look forward to your response and any information you can provide regarding the recent price increase, water quality concerns, and steps toward improved communication.

Thank you for your attention to these matters.

Sincerely,

Joanne Parrack
Joanne Parrack

FYI - I've notified the Water Co several times concerning this issue.

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