

Adam Joseph Shellhorse
1042 Elderberry Way, Cheltenham, PA 19012 (service)
1042 Elderberry Way, Cheltenham PA 19012 (mailing)

30 December 2024

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

Re: Pennsylvania Public Utility Commission v. Aqua PA
Docket Nos.

R-2024-3047822 (water)

R-2024-3047824 (wastewater)

Dear Secretary Chiavetta:

Attached for electronic filing please find the **Reply to Exceptions** of Cheltenham Township homeowner Adam Joseph Shellhorse, in the above-referenced proceeding.

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

Respectfully submitted,

/s/ Adam Joseph Shellhorse
aj.shellhorse@temple.edu

Enclosures:

Cc: The Honorable Gail Chiodo (email only: gchiodo@pa.gov)
The Honorable Alphonso Arnold III (email only: alphonarno@pa.gov)

CERTIFICATE OF SERVICE

| | | |
|--|---|-----------------------------|
| Pennsylvania Public Utility Commission | : | Docket No. |
| | : | |
| v. | : | R-2024-3047822 (water) |
| | : | R-2024-3047824 (wastewater) |
| Aqua PA | : | |
| | : | |
| | : | |
| | : | |

I hereby certify that I have this day served a true copy of the following document, **the Reply to Exceptions** of Adam Joseph Shellhorse 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. This document was filed electronically on the Commission’s electronic filing system.

/s/ Adam Joseph Shellhorse

30 December 2024

SERVICE BY EMAIL ONLY

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Certificate of Service - by email only - 2 of 2

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**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Pennsylvania Public Utility Commission

v.

Aqua PA

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Docket No.

R-2024-3047822 (water)
R-2024-3047824 (wastewater)

Reply to EXCEPTIONS
OF
ADAM JOSEPH SHELLHORSE
CHELTENHAM, PA

PUBLIC VERSION
30 December 2024

Replies to Exceptions

Adam Joseph Shellhorse
December 30, 2024

Home Address:
1042 Elderberry Way
Cheltenham, PA 19012

R-2024-3047822 et al.

Pennsylvania Public Utility Commission et al.
v. Aqua Pennsylvania, Inc Aqua Pennsylvania Wastewater, Inc.

Written comments:

In reply to the Exception written by AQUA, Pennsylvania Inc., I, Adam Joseph Shellhorse, hereby reaffirm my opposition to the proposed Settlement and Recommended Decision for the following reasons:

I) Rate Shock and Distressing Precedent for the Commonwealth. Because AQUA, in its Exception, dated December 23, 2024, most notably in the updated Appendices, reveals that the new wastewater rate specifically for a Cheltenham Township residential customer using 3,870 gallons in the Rate 1 Main Division service territories **would increase by 65% (Appendix C, pg. 11.1.1), rather than their originally proposed Notice of Proposed Wastewater Rate Change proposal of 51.4%,** sent on May 23, 2024 (See Exhibit A). Concretely, in the May Notice, 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.” **Additionally, AQUA recently raised wastewater rates in Cheltenham in 2022 by 65% (See Exhibit A below).** In this context, **raising the rate by 65% twice within a span of 3-years** would not only be excessive but would exemplify a clear case of rate shock that does not respect rate gradualization. Moreover, in AQUA’s Exception Appendices, it is likewise evident that there are two proposed wastewater rate increases: 1) the 65% increase referenced above (i.e., should the East Whiteland rate increase denial stand); or 2) a 59% increase should the East Whiteland rate increase denial be reversed in favor of AQUA. **Irrespective of the final determination, it is crucial to underscore that a second 65% (Appendix C, pg. 236) or a 59% (Appendix B, pg. 131) wastewater increase for Cheltenham Township within 3-years would be inordinate**

and deleterious for the Commonwealth, my family, and Cheltenham, especially given that AQUA just raised wastewater rates by 65% in 2022 (See Exhibit A). In effect, this second 65% rate hike for Cheltenham establishes an alarming precedent for all Commonwealth consumers, and is unfair, harmful, and disproportionate for me and Cheltenham consumers.

Accordingly, the wastewater rate increase for Cheltenham Township should be denied, or at the very least, reconsidered, reassessed, and it is hoped, significantly lowered. Indeed, not matching inflation or market forces, AQUA's two consecutive rate hikes for Cheltenham would amount to a net 172% wastewater increase from 2022-2025. In short, assessing these consecutive 65% rate hikes from the vantage of my family and from the context of the public good in Cheltenham and the entire Pennsylvania Commonwealth, it is clear that AQUA's wastewater rate hike is unreasonable and establishes a harrowing precedent of inequity for communities across the Commonwealth, for my family, and for Cheltenham.

This continues to be my primary opposition to the Settlement. Moreover, my opposition to the rate proposal increase is what was voiced most emphatically by me, my neighbors, and the vast majority of Cheltenham citizens who powerfully spoke against AQUA's proposed rate hikes of 51.4% for wastewater and 24% for water in the two Public Hearings in Cheltenham Township on August 5, 2024. It is my sincere plea that the Commission will revise the Settlement and rectify this egregious wastewater rate increase of 65% before settling. Such consecutive, exorbitant rate hikes on the part of AQUA will not only establish a distressing precedent for communities across the Commonwealth, but will without a doubt prove unjustly damaging for my family, for senior and lower-income citizens, and the entire Cheltenham Township community.

II) OCA's Inability to Accurately Negotiate on behalf of Commonwealth Consumers.

Because in my recent communications with the OCA regarding the Settlement rate increase for wastewater (See Exhibit A), I was informed by OCA officers, by phone call and via several emails erroneously—once on December 18th, again on December 20th, and a third time on December 23rd—that the Settlement wastewater rate increase for Cheltenham Township

would be 5.3% and not 65%. Such misinformation on the part of the OCA is highly concerning and leads me to conclude the following:

1) That even though the OCA's mission, as expressed on their website, is to "represent the interests of Pennsylvania utility consumers before the Pennsylvania Public Utility Commission (PUC), federal regulatory agencies, and state and federal courts" and "is led by a Consumer Advocate and has a staff of Attorneys and Regulatory Analysts who represent consumer interests in cases and proceedings before the PUC," **it is clear that the OCA did not understand or was confused by the terms of the Settlement, specifically as they affected the wastewater rate increase for Cheltenham Township, because they repeatedly affirmed to me and another concerned citizen, Mr. Bill England, in multiple emails and via telephone conversations, that the wastewater increase would be 5.3% and not 65%.**

Take for illustration the series of mixed, contradictory email messages I received from OCA below—8 in total from two experts who cross-checked with their consultant specialist, Jerry Mierzwa—culminating with a heartfelt apology from an OCA officer regarding the OCA's confessed misunderstanding and being "floored" by the terms of the rate hikes as they would affect Cheltenham after Settlement:

a) Email from OCA Officer, dated December 18, 2024

"Hi, Adam,

Thanks so much for talking with me today. **Here are the numbers, as I understand them and have them verified by our expert on the matter (Jerry Mierzwa): [...]**

Rate Zone 1 water rate increase:

- o 12% overall Residential rate increase
- o Expected average Residential bill increase of \$10.00 per month (based on the assumed consumption level of 3,870 gallons per month)

· **Rate Zone 1 wastewater rate increase:**

o 5.3% overall Residential rate increase

Expected average Residential bill increase of \$6.00 per month (based on the assumed consumption level of 3,870 gallons per month)." (See Exhibit A, Email from OCA, December 18, 2024).

b) Email from OCA, December 20, 2024 at 1:56 p.m.

"Hi, Adam,

I consulted with our expert, Jerry Mierzwa, and we reviewed your email and the case documents.

The Tariff says Cheltenham is in Zone 1 for water service. For water, the letter says the average bill increases from \$78.21 to \$97.01. Page 175 of Exhibit 5 of Aqua's application says the average bill at present rates is \$80.91 and increases to \$97.01. While we don't know for sure what the slight difference is coming from in the current bill, we are thinking that the DSIC

changed between Aqua issuing its letter and the actual filing date. You are correct in seeing a \$2.70 difference here.

For WW, Cheltenham is in Zone 9. For wastewater, the letter says the average bill increases from \$61.31 to \$92.85. Page 318 of Exhibit 5, though, says the average bill at present rates is \$61.68 and increases to \$92.85. We also think that the 37-cent difference is attributable to the DSIC here” (See Exhibit A, Email from OCA Officer, December 20, 2024)

c) Email from OCA, December 20, 2024 at 5:08 p.m.

“Hi Bill and Adam,

I have been made aware that you have both called to speak with me about my recent email to Adam. Please be advised that my email to Adam addressed discrepancy between Aqua’s earlier notices and filings in the case, and is not an analysis discussing the settlement rates.

However, and that being said, I have been in contact with our expert, Jerry Mierzwa, to help me distinguish the rate issues that Adam pointed out, of which he believes are caused by using/not using the DSIC rate during the earlier periods in this case.

In discussing the matter further, Rate Zone 1 is the water rate zone for your township. Rate Zone 9 was the wastewater rate zone for your township in the original filing, but in conference with my team, expert, and review of the file, it is our understanding that Rate Zone 9 is being moved into Rate Zone 1 WW territory as part of the settlement. **So, instead of an almost 65% increase in wastewater rates, your estimated increase is closer to 6% now. I hope this helps!”**

(See Exhibit A, Email from OCA Officer, December 20, 2024)

d) Email from OCA Deputy Consumer Advocate, December 20, 2024 at 5:21 p.m.

“Mr. Shellhorse,

Ms. Kennedy is not available for a phone call currently. Additionally, Ms. Kennedy is fully scheduled on Monday, December 23; however, if she can respond on Monday, she will do so then. **I hope that our office has been able to provide you sufficient answers up to this point.**

Thank you very much.

Melanie Joy El Atieh

Deputy Consumer Advocate” (See Exhibit A, Email from OCA Deputy Consumer Advocate, December 20, 2024)

e) Email from OCA standing by its analysis, December 23, 2024 at 9:26 a.m.

“Hi, Mr. England,

The OCA and its team stands by its analysis and replies to date [affirming erroneously that the wastewater rate increase for Cheltenham would be 5.3% and not 65%].

Happy Holidays,

Katie” (See Exhibit A, Email from OCA Officer, December 23, 2024)

f) Email from OCA Deputy Consumer Advocate, December 23, 2024 at 10:30 a.m.

“Mr. England, Mr. Shellhorse,

I would like to provide clarification. I apologize for any confusion to date.

Under Aqua’s proposed rate increase and the Settlement, Aqua’s wastewater Rate Zone 9 customers are moving to Rate Zone 1. **By moving from Rate Zone 9 to Rate Zone 1, Rate Zone 9 wastewater customers will experience a nearly 65% bill increase** (assuming 3,870 gallons monthly consumption). **For customers already in Rate Zone 1, those customers will experience a nearly 6.5% bill increase (same assumption on monthly consumption).** Please see attached schedule prepared by Aqua, page 15 of 24, for illustration.” (See Exhibit A, Email from OCA Deputy Consumer Advocate, December 23, 2024)

g) Email apology from OCA, December 23, 2024)

“Hi, Adam,

Please see below and attached. **My sincere apologies for my misunderstanding – I am admittedly floored by the information** and very thankful to be working under Mel’s mantel. **Please extend my apologies to Mr. England and anyone else I may have frustrated along the way.** I have learned so much in this base rate case and will continue to do so, and appreciate your advocacy for many reasons!” (Exhibit A, Email apology from OCA, December 23, 2024)

In spite of the kindhearted spirit of this apology admitting “being floored by the information,” and however well-intentioned their mission to represent consumer interests before the PUC, **the OCA’s mixed, contradictory messages, lack of understanding, and confusion regarding the specific terms of the Settlement—exemplified in the above cited emails and phone calls by two OCA Officers, even after they had consulted multiple times with their consultant specialist, Jerry Mierzwa—leads me to conclude that the Settlement was not negotiated fairly or accurately in the best interest of Pennsylvania Commonwealth consumers.**

Therefore, to be just to all parties, and especially to me and the concerned consumers of the Commonwealth and Cheltenham Township who have continuously voiced their opposition to AQUA’s unreasonable proposed wastewater rate increase in the form of Formal and Informal Complaints, Public Hearings, Signed Petitions, and Exceptions to the Settlement, the Settlement and the second wastewater increase of 65% for Cheltenham Township should be revised, or at the very least, reconsidered, renegotiated, and decreased.

2) That the terms and specific rate increase numbers of the Settlement, as articulated and proposed by AQUA INC., were overly turgid, Byzantine, and difficult to understand, even for the OCA and its professional experts and attorneys, as instantiated in their admitted confusion and misunderstanding of the Settlement rate increase terms for Cheltenham Township (See emails by OCA officers in Exhibit A, and especially the email, dated December 23, 2024, quoted above).

3) That the misinformation articulated to me and Bill England by OCA specialists regarding the specific terms of the Settlement for Cheltenham Township led other affected parties to not file timely Exceptions or Replies to Exceptions, as a 5.3% wastewater increase would have been more reasonable and led concerned citizens to accept the Settlement's terms (See Exhibit A, Mr. Bill England's email to the OCA on December 20, 2024). By inadvertently misinforming the consumers of Cheltenham on repeated occasions, and backing this up through their experts in written emails "stand[ing] by its analysis" (Email by OCA on Monday, December 23, 2024) it is clear that the OCA did not understand or was confused by the terms of the Settlement and could not therefore represent Commonwealth consumers fairly and accurately. Accordingly, in the interest of being fair and just to all parties, **the Settlement and the second wastewater increase of 65% for Cheltenham Township—following the first 65% wastewater increase in 2022—should be revised, or at the very least, reconsidered, renegotiated, and decreased.**

III) Rate Discrepancy for Wastewater Deduction Meters in Zone 1. Because according to the updated Appendices B (pgs.133-136) and C (pgs. 238-241) in AQUA's Exception, Cheltenham Township residents **would have to pay twice the rate of other affected Divisions** in Zone 1 for maintaining "the Company deduct meter" for sewage water adjustments (i.e., \$100 for Cheltenham Township vs. \$50 for Limerick, East Norriton, and Lower Makefield). In sum, such a large discrepancy in rates for maintaining the Company deduct meter is unjust. Accordingly, consumers in Cheltenham Township should pay the same rate as all other consumers in Zone 1 for maintaining a wastewater deduct meter to adjust and offset the disproportionately high costs of wastewater use in our community.

Please find, as Exhibit A, attached copies of OCA's emails to me and Mr. Bill England where they misunderstood or were clearly confused by the rate increase terms of the Settlement for Cheltenham Township. Moreover, please find attached the two notices AQUA sent to us in Cheltenham Township on May 23, 2024, indicating the 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.

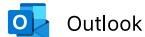
In conclusion, thank you so much for hearing my plea to rectify the Settlement so that it addresses the egregious wastewater rate increase, specifically as it affects Commonwealth and Cheltenham consumers and in light of the alarming confusion, misunderstanding, and mixed, contradictory messages articulated to me by the OCA. It is clear from the OCA emails I received—dated December 18th, 20th and 23rd—that the Settlement was not negotiated by OCA with accurate and clear understanding of the specific terms of the Settlement. Accordingly, I beseech you to please reassess the Settlement in such a way that it fairly **addresses the case of rate shock and distressing precedent for Commonwealth consumers, as related to the second 65% wastewater increase for Cheltenham Township in the span of 3-years, as well as the wastewater deduction rate discrepancy in Zone 1**. This is crucial, moreover, due to the fact that OCA, whose mission is to represent the interests of Commonwealth consumers to the Commission, did not grasp and therefore could not fairly consider and negotiate the terms of the Settlement. Esteemed Commission: I, fellow Commonwealth, and Cheltenham consumers deserve fair and just treatment and truly need your help. 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 initial "A" and a long, sweeping underline.

Adam Joseph Shellhorse, Ph.D.

Exhibit A Below:



[External] RE: Phone call request / Re: RE: Letter of Opposition / Aqua rate hike

From Kennedy, Katherine M. <KKennedy@paoca.org>
Date Wed 12/18/2024 1:27 PM
To Adam Joseph Shellhorse <aj.shellhorse@temple.edu>
Cc El Atieh, Melanie J. <MElAtieh@paoca.org>; Guthrie, Jacob D. <JGuthrie@paoca.org>

 1 attachment (429 KB)
OCA Exceptions PUBLIC version 4880-4098-6815 v.2.pdf;

Hi, Adam,

Thanks so much for talking with me today. Here are the numbers, as I understand them and have them verified by our expert on the matter (Jerry Mierzwa):

- Aqua initially requested a total water + wastewater revenue increase of \$126.7 million, or 18.9%, over current distribution revenues, but the ALJs' recommended an overall increase of \$73 million based on the settlement.
 - The ALJs recommend that Aqua receive a \$58.4 million, or approx. 11.4%, water revenue increase and a \$14.6 million, or approx. 21.0%, wastewater revenue increase (post Act 11 shift).
- Cheltenham customers are located in Aqua's Rate Zone 1 for water and wastewater service. Rate increases are as follows:
 - Rate Zone 1 water rate increase:
 - 12% overall Residential rate increase
 - Expected average Residential bill increase of \$10.00 per month (based on the assumed consumption level of 3,870 gallons per month)
 - Rate Zone 1 wastewater rate increase:
 - 5.3% overall Residential rate increase
 - Expected average Residential bill increase of \$6.00 per month (based on the assumed consumption level of 3,870 gallons per month)

The OCA's Statement in Support, offered as Appendix K to the Joint Petition for settlement, highlights Rate Zone 1 and might help you further: <https://www.puc.pa.gov/pcdocs/1855672.pdf>

Attached please find exceptions from a prior case of ours – hope this helps!

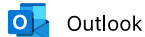
I will talk with Mel about your other concerns and get back to you as soon as possible.

Thank you,
Katie



Katie Kennedy
Assistant Consumer Advocate

PA Office of Consumer Advocate
555 Walnut Street, 5th Floor, Forum Place
Harrisburg, PA 17101-1923
Main Office: (717) 783-5048
Direct: (717) 780-4529
Email: kkennedy@paoca.org
www.oca.pa.gov



[External] RE: Letter of Opposition / Aqua rate hike

From Kennedy, Katherine M. <KKennedy@paoca.org>
Date Fri 12/20/2024 1:56 PM
To Adam Joseph Shellhorse <aj.shellhorse@temple.edu>
Cc El Atieh, Melanie J. <MEIAtieh@paoca.org>; Guthrie, Jacob D. <JGuthrie@paoca.org>

Hi, Adam,

I consulted with our expert, Jerry Mierzwa, and we reviewed your email and the case documents. The Tariff says Cheltenham is in Zone 1 for water service. For water, the letter says the average bill increases from \$78.21 to \$97.01. Page 175 of Exhibit 5 of Aqua's application says the average bill at present rates is \$80.91 and increases to \$97.01. While we don't know for sure what the slight difference is coming from in the current bill, we are thinking that the **DSIC** changed between Aqua issuing its letter and the actual filing date. You are correct in seeing a \$2.70 difference here.

For WW, Cheltenham is in Zone 9. For wastewater, the letter says the average bill increases from \$61.31 to \$92.85. Page 318 of Exhibit 5, though, says the average bill at present rates is \$61.68 and increases to \$92.85. We also think that the 37-cent difference is attributable to the DSIC here.

As we discussed, I know you are concerned about Aqua honoring the settlement. However, I hope in explaining the procedural posture from here might help? The Commission still has to vote on the order and the settlement will only become enforceable as the commission orders it. Parties will then receive a draft, updated tariff that should be compliant with the commission's order. If there's an issue with customer bills following all of this, i.e. you get a bill that does not comply with the order, the PUC will hear compliance actions regarding the same.

Please let me know if you have any further questions or concerns! I hope this email provides clarity and help.

Sincerely,
Katie



Katie Kennedy
Assistant Consumer Advocate

PA Office of Consumer Advocate
555 Walnut Street, 5th Floor, Forum Place
Harrisburg, PA 17101-1923
Main Office: (717) 783-5048
Direct: (717) 780-4529
Email: kkennedy@paoca.org
www.oca.pa.gov



From: Adam Joseph Shellhorse <aj.shellhorse@temple.edu>
Sent: Wednesday, December 18, 2024 3:09 PM
To: Kennedy, Katherine M. <KKennedy@paoca.org>
Cc: El Atieh, Melanie J. <MEIAtieh@paoca.org>; Guthrie, Jacob D. <JGuthrie@paoca.org>
Subject: Fw: Letter of Opposition / Aqua rate hike

Dear Katie:

So wonderful speaking with you and we can't thank you enough for supporting us!

I wanted to reiterate our confusion and ongoing concern articulated in points 4 and 5, in my Objection letter to the settlement:

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.**

Our worry, as I articulated to you, hinges on points 4 and 5. Aqua's Rate Increase Notices sent us in May 2024 **do not match with the Settlement information we are receiving.** The percentages are not the same and don't match what AQUA proposed. We are really concerned that AQUA will levy much higher fees on Cheltenham Township, and we would really like to make sure that this is not the case and that the rates will indeed be what you have shared with me today.

Thank you so much for your support and we look forward to hearing from you.

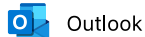
Sincerely,

Adam

--

Adam Joseph Shellhorse, Ph.D.
Associate Professor of Spanish, Portuguese, and Global Studies
Graduate Chair in Spanish and Portuguese
Co-Chair, LASA Brazil Section
Department of Spanish and Portuguese
Temple University
Mazur Hall, 4th Floor
1114 W. Polett Walk
Philadelphia, PA 19122-6090

<https://liberalarts.temple.edu/academics/faculty/shellhorse-adam-joseph>



[External] Aqua Calls

From Kennedy, Katherine M. <KKennedy@paoca.org>

Date Fri 12/20/2024 5:08 PM

To Bill England <bill.england62@gmail.com>; Adam Joseph Shellhorse <aj.shellhorse@temple.edu>

Cc El Atieh, Melanie J. <MElAtieh@paoca.org>; Guthrie, Jacob D. <JGuthrie@paoca.org>

Hi Bill and Adam,

I have been made aware that you have both called to speak with me about my recent email to Adam. Please be advised that my email to Adam addressed discrepancy between Aqua's earlier notices and filings in the case, and is not an analysis discussing the settlement rates.

However, and that being said, I have been in contact with our expert, Jerry Mierzwa, to help me distinguish the rate issues that Adam pointed out, of which he believes are caused by using/not using the DSIC rate during the earlier periods in this case.

In discussing the matter further, Rate Zone 1 is the water rate zone for your township. Rate Zone 9 was the wastewater rate zone for your township in the original filing, but in conference with my team, expert, and review of the file, it is our understanding that Rate Zone 9 is being moved into Rate Zone 1 WW territory as part of the settlement. So, instead of an almost 65% increase in wastewater rates, your estimated increase is closer to 6% now. I hope this helps!

Thanks,

Katie



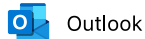
Katie Kennedy
Assistant Consumer Advocate

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Direct: (717) 780-4529
Email: kkennedy@paoca.org
www.oca.pa.gov



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[External] RE: Aqua Calls

From El Atieh, Melanie J. <MEIAtieh@paoca.org>

Date Fri 12/20/2024 5:21 PM

To Adam Joseph Shellhorse <aj.shellhorse@temple.edu>; Kennedy, Katherine M. <KKennedy@paoca.org>; Bill England <bill.england62@gmail.com>

Cc Guthrie, Jacob D. <JGuthrie@paoca.org>

Mr. Shellhorse,

Ms. Kennedy is not available for a phone call currently. Additionally, Ms. Kennedy is fully scheduled on Monday, December 23; however, if she can respond on Monday, she will do so then. I hope that our office has been able to provide you sufficient answers up to this point.

Thank you very much.



Melanie Joy El Atieh
Deputy Consumer Advocate

PA Office of Consumer Advocate
555 Walnut Street, 5th Floor, Forum Place
Harrisburg, PA 17101-1923
Main Office: (717) 783-5048
Direct: (717) 780-4531
Email: melatieh@paoca.org

www.oca.pa.gov

[LinkedIn](#)



From: Adam Joseph Shellhorse <aj.shellhorse@temple.edu>

Sent: Friday, December 20, 2024 5:13 PM

To: Kennedy, Katherine M. <KKennedy@paoca.org>; Bill England <bill.england62@gmail.com>

Cc: El Atieh, Melanie J. <MEIAtieh@paoca.org>; Guthrie, Jacob D. <JGuthrie@paoca.org>

Subject: Re: Aqua Calls

Some people who received this message don't often get email from aj.shellhorse@temple.edu. [Learn why this is important](#)

Hi Katie:

Thank you and your office so much. We are truly grateful. I know it's the end of the day, but if you possibly can, please call me.

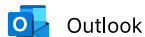
I am probably going to file an exception just in case, because if we are getting hammered on waste water that would be devastating.

Thanks so much again: (510) 965-7712

A

--

Adam Joseph Shellhorse, Ph.D.
Associate Professor of Spanish, Portuguese, and Global Studies
Graduate Chair in Spanish and Portuguese



Outlook

[External] Re: Aqua Calls

From Bill England <bill.england62@gmail.com>**Date** Fri 12/20/2024 5:31 PM**To** El Atieh, Melanie J. <MElAtieh@paoca.org>**Cc** Adam Joseph Shellhorse <aj.shellhorse@temple.edu>; Kennedy, Katherine M. <KKennedy@paoca.org>; Guthrie, Jacob D. <JGuthrie@paoca.org>

1 attachment (1 KB)

image004.jpg;

Good evening,

My question and grave concern is the rare for our community. If what is stated in the email from Ms. Kennedy is accurate, then I tank you all for your support. If on the other hand, this is not the case, I maintain my question of what is our rate. This process and the way aqua treats its customers, moving our rate zone like a checker on the board, is no good. That will be an issue for another day.

Best,

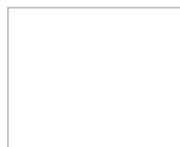
Bill England

On Fri, Dec 20, 2024, 5:21PM El Atieh, Melanie J. <MElAtieh@paoca.org> wrote:

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Thank you very much.

**Melanie Joy El Atieh**

Deputy Consumer Advocate

PA Office of Consumer Advocate

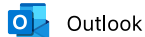
[555 Walnut Street](#), 5th Floor, Forum Place

Harrisburg, PA 17101-1923

Main Office: (717) 783-5048

Direct: (717) 780-4531

Email: melatieh@paoca.org



[External] RE: Aqua Calls

From Kennedy, Katherine M. <KKennedy@paoca.org>
Date Mon 12/23/2024 9:26 AM
To Bill England <bill.england62@gmail.com>; El Atieh, Melanie J. <MEIAtieh@paoca.org>
Cc Adam Joseph Shellhorse <aj.shellhorse@temple.edu>; Guthrie, Jacob D. <JGuthrie@paoca.org>

Hi, Mr. England,

The OCA and its team stands by its analysis and replies to date.

Happy Holidays,
Katie



Katie Kennedy
Assistant Consumer Advocate

PA Office of Consumer Advocate
555 Walnut Street, 5th Floor, Forum Place
Harrisburg, PA 17101-1923
Main Office: (717) 783-5048
Direct: (717) 780-4529
Email: kkennedy@paoca.org
www.oca.pa.gov



From: Bill England <bill.england62@gmail.com>
Sent: Friday, December 20, 2024 5:32 PM
To: El Atieh, Melanie J. <MEIAtieh@paoca.org>
Cc: Adam Joseph Shellhorse <aj.shellhorse@temple.edu>; Kennedy, Katherine M. <KKennedy@paoca.org>; Guthrie, Jacob D. <JGuthrie@paoca.org>
Subject: Re: Aqua Calls

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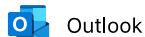
Bill England

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Thank you very much.



[External] RE: Aqua Calls

From El Atieh, Melanie J. <MEIAtieh@paoca.org>

Date Mon 12/23/2024 10:30 AM

To Bill England <bill.england62@gmail.com>; Adam Joseph Shellhorse <aj.shellhorse@temple.edu>

Cc Guthrie, Jacob D. <JGuthrie@paoca.org>; Kennedy, Katherine M. <KKennedy@paoca.org>; Doyle, Taylor <TDoyle@paoca.org>

 1 attachment (880 KB)

WW Schedule 7 Bill Comparisons.pdf;

Mr. England, Mr. Shellhorse,

I would like to provide clarification. I apologize for any confusion to date.

Under Aqua's proposed rate increase and the Settlement, Aqua's wastewater Rate Zone 9 customers are moving to Rate Zone 1. By moving from Rate Zone 9 to Rate Zone 1, Rate Zone 9 wastewater customers will experience a nearly 65% bill increase (assuming 3,870 gallons monthly consumption). For customers already in Rate Zone 1, those customers will experience a nearly 6.5% bill increase (same assumption on monthly consumption).

Please see attached schedule prepared by Aqua, page 15 of 24, for illustration.

If you would like to discuss further, I can be available for a phone call between now and 1pm today.

Thank you very much your patience.

Mel



Melanie Joy El Atieh
Deputy Consumer Advocate

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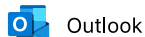
From: Bill England <bill.england62@gmail.com>

Sent: Monday, December 23, 2024 9:44 AM

To: Kennedy, Katherine M. <KKennedy@paoca.org>

Cc: El Atieh, Melanie J. <MEIAtieh@paoca.org>; Adam Joseph Shellhorse <aj.shellhorse@temple.edu>; Guthrie, Jacob D. <JGuthrie@paoca.org>

Subject: Re: Aqua Calls



[External] Re: Aqua Calls

From Bill England <bill.england62@gmail.com>

Date Mon 12/23/2024 11:06 AM

To El Atieh, Melanie J. <MEIAtieh@paoca.org>

Cc Adam Joseph Shellhorse <aj.shellhorse@temple.edu>; Guthrie, Jacob D. <JGuthrie@paoca.org>; Kennedy, Katherine M. <KKennedy@paoca.org>; Doyle, Taylor <TDoyle@paoca.org>

Mel,

I am not understanding, confused, and frustrated. Straightforward questions seeking an honest answers.

Is Cheltenham facing a 65% sewer increase or 6.5%?

What increase is the settlement that OCA agreed to behalf of Cheltenham?

Than you

Bill England
Lorie Slass

On Mon, Dec 23, 2024, 10:30 AM El Atieh, Melanie J. <MEIAtieh@paoca.org> wrote:

Mr. England, Mr. Shellhorse,

I would like to provide clarification. I apologize for any confusion to date.

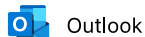
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Please see attached schedule prepared by Aqua, page 15 of 24, for illustration.

If you would like to discuss further, I can be available for a phone call between now and 1pm today.

Thank you very much your patience.

Mel



[External] RE: Aqua Calls

From El Atieh, Melanie J. <MEIAtieh@paoca.org>

Date Mon 12/23/2024 11:52 AM

To Bill England <bill.england62@gmail.com>

Cc Adam Joseph Shellhorse <aj.shellhorse@temple.edu>; Guthrie, Jacob D. <JGuthrie@paoca.org>; Kennedy, Katherine M. <KKennedy@paoca.org>; Doyle, Taylor <TDoyle@paoca.org>; Mierzwa, Jerry <jmierzwa@exeterassociates.com>

Mr. England,

Thank you for your phone call. This email summarizes our discussion, and it addresses your questions in your email below.

Cheltenham Township customers are facing an approx. 65% bill increase based on a consumption of 3,870 gallons per month.

Cheltenham Township customers are currently paying Rate Zone 9 rates for Aqua's sewer/wastewater service. In its filing, Aqua proposed to move customers in Rate Zone 9 to Rate Zone 1.

In the Settlement, Cheltenham Township customers in Rate Zone 9 will move to Rate Zone 1 rates. The OCA agreed to the Settlement.

If the Commission approves the Settlement, as a result of the move from Rate Zone 9 to Rate Zone 1, Cheltenham customers are expected to experience an approx. 65% bill increase based on a consumption of 3,870 gallons per month.

Thank you.



Melanie Joy El Atieh
Deputy Consumer Advocate

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

Main Office: (717) 783-5048

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Email: melatieh@paoca.org

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[LinkedIn](#)



From: Bill England <bill.england62@gmail.com>

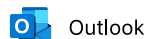
Sent: Monday, December 23, 2024 11:06 AM

To: El Atieh, Melanie J. <MEIAtieh@paoca.org>

Cc: Adam Joseph Shellhorse <aj.shellhorse@temple.edu>; Guthrie, Jacob D. <JGuthrie@paoca.org>; Kennedy, Katherine M. <KKennedy@paoca.org>; Doyle, Taylor <TDoyle@paoca.org>

Subject: Re: Aqua Calls

Mel,



Outlook

[External] FW: Aqua Rate Case, R-2024-3047822, R-2024-3047824: Shellhorse Certificate of Service

From Kennedy, Katherine M. <KKennedy@paoca.org>

Date Tue 12/24/2024 9:15 AM

To Adam Joseph Shellhorse <aj.shellhorse@temple.edu>

Cc El Atieh, Melanie J. <MElAtieh@paoca.org>; Guthrie, Jacob D. <JGuthrie@paoca.org>

4 attachments (6 MB)

Certificate of Service - Adam Joseph Shellhorse - R-2024-3047822 et al. - Cheltenham Township.pdf; Filing Detail- Adam Joseph Shellhorse, Certificate of Service FilingDetail.pdf; Exception, Adam Joseph Shellhorse, Cheltenham Township.pdf; Exception, Adam Joseph Shellhorse, Cheltenham, FilingDetail.pdf;

Hi, Adam,

Please see below and attached. My sincere apologies for my misunderstanding – I am admittedly floored by the information and very thankful to be working under Mel’s mantel. Please extend my apologies to Mr. England and anyone else I may have frustrated along the way. I have learned so much in this base rate case and will continue to do so, and appreciate your advocacy for many reasons!

I hope you have a Happy Holiday,
Katie



Katie Kennedy
Assistant Consumer Advocate

PA Office of Consumer Advocate
555 Walnut Street, 5th Floor, Forum Place
Harrisburg, PA 17101-1923
Main Office: (717) 783-5048
Direct: (717) 780-4529
Email: kkennedy@paoca.org
www.oca.pa.gov



From: Kennedy, Katherine M.

Sent: Tuesday, December 24, 2024 9:13 AM

To: Rosemary Chiavetta <rchiavetta@pa.gov>; Chiodo, Gail <gchiodo@pa.gov>; Arnold, Alphonso <alphonarno@pa.gov>

Cc: Francisco Augspach Trustee <faugspach@augspachlaw.com>; Bakare, Adeolu <abakare@mcneeslaw.com>; Stahl, Alexander R <astahl@aquaamerica.com>; Amanda Zarembo <amandazarembo13@gmail.com>; Andrea Verba <andymartine@aol.com>; Ann & James Deveney <jim.deveney@gmail.com>; Barbara Woods <woods_barbara@msn.com>; Bryce Beard <bbeard@eckertseamans.com>; Ben Mroz III <benmroz@gmail.com>; Bob Zafian <777bzaf@gmail.com>; Bruce Corbin <brcorbin@aol.com>; Bryce Matthew Wynter <brycewynn@gmail.com>; Shultz, Carl <cshultz@eckertseamans.com>; Carole A Ralph <crghypsy@comcast.net>; Wright, Carrie B. <carwright@pa.gov>; Catherine Moran <cathomoran@gmail.com>; CAUSE-PA <pulp@PAutilitylawproject.org>; cmincavage <cmincavage@mcneeslaw.com>; Christoffel Lombard <pattielombard@gmail.com>; Christopher F Kroen <ckroen@gmail.com>; Colleen Conner <Collenconnor68@gmail.com>; Cynthia Burns <cynthiab529@outlook.com>; Daniel O'Neill <djo723@gmail.com>; Daniela Kroen <dkroen@gmail.com>; David G Richards <drich1679@verizon.net>; Derek Scott <dmscott19@gmail.com>; Diana Sabol <dianasabol@verizon.net>; Diane Bruno & Stephen Bruno <dbruno124@gmail.com>; Diane Gallagher <dianegallagher98@gmail.com>; Donald Guth <dguth416@icloud.com>; Donald Wilcox <djwslt@gmail.com>; Donna Bullard <dbullard5449@gmail.com>; Douglas Bell <mbell1994@yahoo.com>; Douglas Weiser <doug4992@aol.com>; Ed Negra & Janice Schoem <rived730@hotmail.com>; efdomzalski@aquaamerica.com; Elana Schnell <eschnall@salzmannhughes.com>; Eugene Crossland <crosslandgene88@gmail.com>; Frances E Cannon <fran.cannon@comcast.net>; Gabrielle Fazio <tirelmo@aol.com>;

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 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.**

51.4%

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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.

24/6