

James & Tracy Smyth
1613 Creagh Knoll Lane
Downingtown, PA 19335
(610) 850 1696
Smythjim.smyth@gmail.com

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

January 4, 2025

Re: James and Tracy Smyth v. Community Utilities of Pennsylvania, Inc.; Docket No. C-2024-3052445;
James & Tracy Smyth's rebuttal to Community Utilities of PA, Inc answers to our formal complaint

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code § 5.61, please find my response to CUPA's Preliminary Objections (filed on Dec 30, 2024). I am not privileged to have legal representation (as yet) like CUPA, but with the limited time and resources allocated to me, an average consumer, I will capture why the Complaint should not be dismissed.

Please note that there are other formal complaints like my own about this very matter (e.g., in my community alone that I know of, much less CUPA's entire customer base), e.g., C-2024-3052124. Therefore, PUC should be taking this complaint and the other similar ones seriously because it is in the public interest. I am not sure what volume of complaints or specific legal course will be required to establish that fundamentally, CUPA cannot and should not bill consumers for services not rendered. By law, Section 315(a) of the Code, 66 Pa. C.S. § 315(a) even states that "the burden of proof to show that the rate involved is just and reasonable shall be upon the public utility". I will cite that the phrase 'or existing rate' is stated in that section if ambiguity still remains. CUPA and its legal team did not and has not to-date (by their legal response or the numerous phone calls by its customers) justified why or how their new rate (in some cases \$1000/ month) is just and reasonable.

Furthermore, as will be argued, we seem to be going in circles because CUPA's initial flat rate proposal was rejected because of the same cost-of-service principles arguments (Pa. PUC et al v. Community Utilities of Pennsylvania Inc., Docket Nos. R-2021-3025206 et al. Opinion and Order at 15 (entered January 13, 2022) ("2021 Base Rate Case")):

"The OCA further stated that the Company's proposed flat rates are inconsistent with cost-of-service principles because customers are not billed for their actual use of CUPA-Wastewater's system."

However, as will be shown, to revert the other vast majority of CUPA's customer base (roughly 90%) to a metered rate system is quantitatively worse/ more inaccurate (see table below using CUPA's own data) and against public interest. The primary reason is that CUPA has no infrastructure for measuring wastewater volume nor have they established any correlation between a customer's total water consumption and that

customer's wastewater volume output to CUPA-Wastewater system. I am sure the PUC has other current formal complaints that corroborates this notion, i.e., more elaborate examples

where CUPA has shamelessly billed customers over \$1000/month (up from \$74.73/month) with their new flawed rates (e.g., C-2024-3052445). The cases like my own will show that those customers' wastewater volume output are at 'typical usage levels' or in other words, those customers are outputting typical wastewater volumes to CUPA-Wastewater System but their water consumption difference is mainly due to outdoor (irrigation or evaporation) usage. Accordingly, we are being billed ridiculous amounts for not actual use of CUPA-Wastewater's system, which we will continue to implore PUC to act upon immediately if CUPA does not desist.

I would like to also point out that The PUC Consumer Rights and Responsibilities Booklet states that consumers have the right to:

- Know how your utility bill is calculated.
- Check your utility bill for accuracy.
- Question or disagree with the utility company.

To-date, CUPA has not explained how their current billing accounts for actual use of CUPA-Wastewater system (either by the numerous attempt to contact the utility or by their lengthy legal response which only cites legal loopholes and attempts to pin this on the PUC, which would imply that the Commission did in fact approve CUPA to legally bill consumers for services not render, i.e., legally bill customers for not actual use of CUPA-Wastewater system?)

1. Per Notice of Proposed Rate Changes, CUPA's example of a total wastewater bill for a residential customer is 3,400 gallons and an increase to \$112.51. My wastewater usage in the month of September 2025 was 22,400 gallons/\$443.10 and in October 30,800 gallons/\$594.30 due to my irrigation water. Irrigation water is considered "clean water" and not a part of the wastewater system. There was not any mention of using irrigation water as part of the wastewater calculation. Why is the example of 3,400 gallons used in Notice of Proposed Rate Changes and why it is so much lower to my actual monthly bills (see attached bills)? CUPA has not shown or established what the correlation is between a consumer's water consumption and that consumer's water output into CUPA's wastewater collection infrastructure. Therefore, the notice that I received (see below) was misleading because it implies that such referenced customer is using and outputting 3400 gallons of water into CUPA's infrastructure (what else could a wastewater bill be for?). A 'typical' customer (or household of same size) most probably outputs similar volume of water (typical usage) into CUPA's system. Therefore, why would this rate case notice below be interpreted any differently by the customer that has a swimming pool (or lawn sprinklers) and knows that any volume of water over 'typical usage level' is not going into CUPA's infrastructure?

In conclusion, CUPA Notice of Proposed Rate Change was misleading, inaccurate and did not follow Commission regulations (52 Pa. Code § 53.45(b)) because it does not state what a typical wastewater usage level or rate is for a customer that does not have a separate meter for wastewater.



Notice of Proposed Rate Changes

To Our Customers:

Community Utilities of Pennsylvania Inc. ("Company") is filing a request with the Pennsylvania Public Utility Commission ("PUC" or "Commission") to increase your water and wastewater rates as of January 9, 2024. This notice describes the Company's rate request, the PUC's role, and what actions you can take.

Community Utilities of Pennsylvania Inc. has requested an overall wastewater rate increase of \$1,720,070 per year. If the Company's entire wastewater request is approved, the total wastewater bill for a residential customer using 3,400 gallons would increase from \$74.73 to \$112.51 per month or by 50.55%. The total wastewater bill for a commercial customer using 3,104 gallons would increase from \$74.73 to \$107.20 per month or by 43.45%.

Nevertheless, the new rates don't add up to the PUC settlement. The PUC settlement cited less (\$1.4M) <https://www.puc.pa.gov/press-release/2024/puc-approves-rate-settlement-requiring-substantial-customer-service-improvements-by-community-utilities-of-pennsylvania-8012024>

As will be demonstrated with the data provided by CUPA themselves in their Preliminary Objection, CUPA's projected annual revenue increase is much higher than what was publicly announced/ published (\$1.4M) by PUC on 8/1/2024. Therefore, is that a clear and obvious violation of the Commission Order/ settlement or was the settlement based on erroneous numbers, which makes that settlement null and void? Either way, the burden of proof is on CUPA to establish that even the settled rates are just and reasonable as per Section 315(a) of the Code, 66 Pa. C.S. § 315(a).

By using the data provided by CUPA themselves in Appendix F "Customer Bill Impacts" Attachment C and just showing aggregates, one will see that the CUPA stands to get \$6.3M annually from these new settlement rates and historic volume consumption (up from \$3.6M annually using the prior rates). Not only is this approx. \$2.6M total increase higher than Commission approved \$1.4M annual revenue increase but this data set is only for a fraction of CUPA customer base. The total test year count only equates to about approx. 4000 customers, whilst CUPA serves approx. 7000 customers. Extrapolating \$2.6M for 7000 customers equates to approx. \$4.7M annually! Is this what the Commission approved in the settlement? Again, the onus is on CUPA to establish that even the settlement rates are just and reasonable as per

Section 315(a) of the Code, 66 Pa. C.S. § 315(a).

	A	B	C	D	E	F	G	H
1	consolidated service	test year count	count %	Prior Rates	Annual revenue (with prior rates)	Settlement Rates	New Annual Revenue (with settlement rates)	Annual Delta (settlement vs prior)
2	1000	4987	10%	\$ 74.73	\$ 372,678.51	\$ 57.80	\$ 288,248.60	\$ (84,429.91)
3	2000	5714	12%	\$ 74.73	\$ 427,007.22	\$ 75.90	\$ 433,692.60	\$ 6,685.38
4	3000	7423	15%	\$ 74.73	\$ 554,720.79	\$ 93.90	\$ 697,019.70	\$ 142,298.91
5	4000	7061	15%	\$ 74.73	\$ 527,668.53	\$ 111.90	\$ 790,125.90	\$ 262,457.37
6	5000	5732	12%	\$ 74.73	\$ 428,352.36	\$ 129.90	\$ 744,586.80	\$ 316,234.44
7	10000	9149	19%	\$ 74.73	\$ 683,704.77	\$ 219.90	\$ 2,011,865.10	\$ 1,328,160.33
8	20000	1123	2%	\$ 74.73	\$ 83,921.79	\$ 399.90	\$ 449,087.70	\$ 365,165.91
9	30000	145	0%	\$ 74.73	\$ 10,835.85	\$ 579.90	\$ 84,085.50	\$ 73,249.65
10	40000	33	0%	\$ 74.73	\$ 2,466.09	\$ 759.90	\$ 25,076.70	\$ 22,610.61
11	50000	12	0%	\$ 74.73	\$ 896.76	\$ 939.90	\$ 11,278.80	\$ 10,382.04
12	60000	8	0%	\$ 74.73	\$ 597.84	\$ 1,119.90	\$ 8,959.20	\$ 8,361.36
13	70000	8	0%	\$ 74.73	\$ 597.84	\$ 1,299.90	\$ 10,399.20	\$ 9,801.36
14	80000	6	0%	\$ 74.73	\$ 448.38	\$ 1,479.90	\$ 8,879.40	\$ 8,431.02
15	90000	6	0%	\$ 74.73	\$ 448.38	\$ 1,659.90	\$ 9,959.40	\$ 9,511.02
16	100000	4	0%	\$ 74.73	\$ 298.92	\$ 1,839.90	\$ 7,359.60	\$ 7,060.68
17	Tamiment							\$ -
18	1000	2434	5%	\$ 40.13	\$ 97,676.42	\$ 57.80	\$ 140,685.20	\$ 43,008.78
19	2000	1337	3%	\$ 54.11	\$ 72,345.07	\$ 75.90	\$ 101,478.30	\$ 29,133.23
20	3000	1118	2%	\$ 68.09	\$ 76,124.62	\$ 93.90	\$ 104,980.20	\$ 28,855.58
21	4000	762	2%	\$ 82.07	\$ 62,537.34	\$ 111.90	\$ 85,267.80	\$ 22,730.46
22	5000	486	1%	\$ 96.05	\$ 46,680.30	\$ 129.90	\$ 63,131.40	\$ 16,451.10
23	10000	586	1%	\$ 165.95	\$ 97,246.70	\$ 219.90	\$ 128,861.40	\$ 31,614.70
24	20000	106	0%	\$ 305.75	\$ 32,409.50	\$ 399.90	\$ 42,389.40	\$ 9,979.90
25	30000	17	0%	\$ 445.55	\$ 7,574.35	\$ 579.90	\$ 9,858.30	\$ 2,283.95
26	40000	5	0%	\$ 585.35	\$ 2,926.75	\$ 759.90	\$ 3,799.50	\$ 872.75
27	50000	6	0%	\$ 725.15	\$ 4,350.90	\$ 939.90	\$ 5,639.40	\$ 1,288.50
28	60000	3	0%	\$ 864.95	\$ 2,594.85	\$ 1,119.90	\$ 3,359.70	\$ 764.85
29	70000	2	0%	#####	\$ 2,009.50	\$ 1,299.90	\$ 2,599.80	\$ 590.30
30	80000	3	0%	#####	\$ 3,433.65	\$ 1,479.90	\$ 4,439.70	\$ 1,006.05
31	90000	2	0%	#####	\$ 2,568.70	\$ 1,659.90	\$ 3,319.80	\$ 751.10
32	100000	8	0%	#####	\$ 11,393.20	\$ 1,839.90	\$ 14,719.20	\$ 3,326.00
33	TOTAL ANNUAL	48286	100%		\$ 3,616,515.88		\$ 6,295,153.30	\$ 2,678,637.42
34								
35	NOTES:	total test count/ 12 only equates to approx 4000 customers						
36		CUPA has approx 7000 customers						
37		Therefore, extrapolated Total Annual Revenue Delta for 7000 customers approx						
38		(\$2678637.42/4000*7000)						
39							\$ 4,687,615.49	

Even simple math will show that the \$1.4M annual revenue increase for (approx.) 7000 customers = \$200 increase per year or \$16.67/ month. How is it possible that some customers are thus getting over \$1000/ month bills? That equates to \$10k/ year increase for a single customer? How is that just and reasonable and again, the onus is on CUPA prove that that amount billed is for services used by that customer to CUPA Wastewater System (cost-of-service principles OCA used in the original 2021 Base Rate Case Docket Nos. R-2021-3025206). If that customer output that much wastewater into CUPA Wastewater System, then it is just and reasonable but if they did not, CUPA should not be billing such erroneous numbers to customers.

CUPA argues that this volumetric (or metered) wastewater rates is justifiable, but I contend that CUPA needs to implement their own metering system, not rely on water consumption meters for this to be applicable. Using water consumption meters to estimate wastewater volumes may only be applicable to apartment/ condos/ townhome type of communities but does not account for the customers that have large properties/ large outdoor usage (irrigation for lawn or gardens or evaporation in terms of heated swimming pools) of their water consumption. Accordingly, I contend that it is CUPA's failure to establish an effective cost-of-service plan for all of their customers. Where is the cost-of-service study that was required in the 2021 Base Rate Case Docket Nos. R-2021-3025206 and does that relate to customers with large outdoor space and outdoor water consumption?

4. On Monday October 21, 2024, CUPA customer service instructed me to contact Aqua since they were supplying the water usage and become a part of their deduct meter program for irrigation water. Please find attached deduct meter program denial email sent to me:

From:

Aqua Deduct Program Sent: Tuesday, October 22, 2024 1:37 PM To: smythjim.smyth@gmail.com
Subject: Ineligible Premise Thank you for your interest in Aqua's Deduct Water Meter Program. Unfortunately, the property you submitted is outside of the Public Utility Commission's approved eligibility zone and does not qualify for the program at this time. For water-saving tips and other customer assistance programs, please visit www.AquaWater.com. Sincerely, Aqua Deduct Meter Support 610-541-4173

Why is Chester County excluded from this program and other counties included? This is unfair to consumers due to prejudice of certain counties.

What will CUPA do to deduct irrigation water from resident's monthly wastewater usage? NJ American Water solution is to add another meter in addition to the existing wastewater and/or water meter.

5. To clarify, I am seeking full compensation/ fair settlement of amount paid to CUPA/ what CUPA overcharged for services not rendered and adjustment of rates going forward for myself and all CUPA customers affected by this erroneous rate increase. To reiterate, I firmly believe (and the data and facts will show) that the current settlement rates are not accurate, flawed and not in line with the Commission Settlement or the Settlement was based on erroneously presented numbers. CUPA needs to adjust their rates to meet the PUC settlement (approved total annual revenue increase) and address the inaccuracies in current rate methodology to account for only use of CUPA-Wastewater system. Given that CUPA continues to bill all customers at these wrong rates, I urge the Commission to prioritize and expedite this complaint. The details provided in section 1 should be justifiable.

7. An informal complaint was indeed filed with the BUC on October 28th, 2024, as it is a 1st step within PUC complaint process. I was instructed by my case manager to file a formal complaint with the PUC

Due to the fact that CUPA response to all of these informal complaints against them was the same "PUC has approved this rate increase". He also stated he had an overwhelming number of informal cases against CUPA and he would tell all informants the same suggestion "File a formal complaint the PUC"

17. CUPA agreed to transition flat rate billing customers like Complainant to metered use by Utilizing volumes from Aqua PA's water invoices as part of settlements.

10. In its next base rate filing, CUPA will propose metered rates for customers in its Penn Estates wastewater system (made up of fixed and volumetric charges). For its Utilities Inc. of Pennsylvania wastewater system, within 30 days of a final Order in this proceeding, CUPA will reach out to the customers' water service provider to establish an ongoing arrangement to obtain monthly volumetric usage data and to obtain 24 months of data (which may include historic data). CUPA will advise the parties when such agreement is entered into. If the data is obtained by March 1, 2023 and in usable format, CUPA will propose metered rates (made up of fixed and volumetric charges) for its Utilities Inc. of Pennsylvania wastewater customers in its next base rate filing.

11. To facilitate this proposal, CUPA's filing will also include a cost of service study that assigns costs to customer classes based on flow requirements.

Even in the snippet captured by CUPA and its legal team (above), it states that CUPA will propose metered rates'. CUPA did not explicitly disclose to customers that they were switching from a flat rate to a metered rate, nor did they specify that they would be using metered rates from a third party (water service provider), see notice sent to customer attached below or snippet in point 8 above. As you can see the notice was very vague and misleading. It also required customers to read "Supplement No. 11 to Tariff Wastewater-Pa. P.U.C. No. 1 at Docket No. R-2023-3042805." Surely, a change as dramatic as this needed more clarification or higher visibility.

Diving deeper, even Supplement No. 11 to Tariff Wastewater-Pa. P.U.C. No. 1 at Docket No. R-2023-3042805 does not explicitly state that the wastewater 'metered' rates will be using water consumption metered rates, see below snippet from what was filed to PUC:

PART I: SCHEDULE OF RATES AND CHARGES

Section A - Rates for Metered Service

Metered rate of \$17.90 per thousand gallons or \$11.60 per thousand gallons for low-income customers. All wastewater customers are subject to base charges listed within Part I, Section B. (C)

Section B - Customer Charges

In addition to the metered rate, a monthly customer charge of \$51.65 applies to each customer account. (C)

Section C - Returned Check Charge

A charge of \$25 will be assessed any time where a check which has been presented to the Company for payment on account has been returned by the payor's bank for any reason.

Section D - Availability

\$22.70 per month per lot if located within Penn Estates and upon which no structure has been erected for an availability charge. This rate will continue to be billed quarterly. (D)

Section E - Tampering Fee

Unauthorized connections, repairs, or other tampering with the system will render the service subject to immediate discontinuation without notice and wastewater service shall not be restored until such unauthorized connections, repairs, and other tampering with the system have been removed and unless settlement is made in full and for wastewater service estimated by the Company to have been used by reason for such unauthorized connection. The fee for these unauthorized connections, repairs, and system tampering shall be \$200 plus any actual costs to repair.

Where does CUPA specify or defined in this filing that 'Metered Rate' will be based on volume consumption? By , it is implied that 'Metered Rate' for wastewater service = volume of water that goes into CUPA Wastewater System and CUPA does not define otherwise in that Supplement No. 11.

Furthermore, the only reference to volumetric rates and water service in the entire filing is buried in a footnote : " CUPA will undertake commercially reasonable efforts to obtain the information that it needs to develop and bill volumetric rates for wastewater customers who do not receive water service from CUPA in the service territory formerly known as Utilities, Inc. of Pennsylvania"

Furthermore, did CUPA get the consent from each customer to collect their historic monthly volumetric usage data? Can the Water Service Provider give CUPA this data without permission from the customer?

Additionally, it seems like much of CUPA actions over the past 5 years have been from its Merger of Tamiment Service territory, which seems to be < 10% of CUPA's entire customer base and they were using

volumetric billing. To standardize everyone to volumetric billing required more clarity and explanation for the 90% of CUPA's customer based (that was using a flat monthly billing method) than was sent out to us.

18. This statement is only true if utility providers have an accurate way of measuring the true volume that goes into the Wastewater System. I am completely onboard with equitable billing if it can be precisely determined what volume each customer puts into the Wastewater System. So, the household that only puts 1000 gallons of wastewater per month into the system should absolutely pay less than the household that puts 2000 or 3000 gallons of wastewater per month into the system. However, for Utility Providers like CUPA to assume that all water consumption = volume of water that goes into the Wastewater System is grossly false, especially for consumer with large properties or those consumers that have large outdoor usage (whether it be lawn, gardens, vegetable garden, heated swimming pools or just kids playing in the summer). Again, the onus is on CUPA to provide a fair, just and reasonable method based on volumetric usage that takes outdoor usage into consideration and only bill according to cost-of-service principles.

19. I completely agree with conservation of both water and wastewater resources but CUPA needs to determine how to accurately measure wastewater volume. The broad assumption that water in = water out is blatantly wrong as not all water goes into CUPA Wastewater System and CUPA cannot erroneously bill customers for service not provided. Customers with large outdoor water usage is already paying (correctly) for those services via their Water Provider meter. Such customers should not be paying double or taking on the majority of the equitable billing.

20. This statement is only true if utility providers have an accurate way of measuring the true volume that goes into the Wastewater System. I am completely onboard with equitable billing if it can be precisely determined what volume each customer puts into the Wastewater System. So, the household that only puts 1000 gallons of wastewater per month into the system should absolutely pay less than the household that puts 2000 or 3000 gallons of wastewater per month into the system. However, for Utility Providers like CUPA to assume that all water consumption = volume of water that goes into the Wastewater System is grossly false, especially for consumer with large properties or those consumers that have large outdoor usage (whether it be lawn, gardens, vegetable garden, heated swimming pools or just kids playing in the summer). Again, the onus is on CUPA to provide a fair, just and reasonable method based on volumetric usage that takes outdoor usage into consideration and only bill according to cost-of-service principles.

21. As shown previously, the current rates do not amount to \$1.4M annual revenue increase but closer to \$4.7M annual revenue increase. Additionally, I would like the Commission to specifically clarify 'customer using higher volumes' because it should apply to Wastewater Volume. As argued repeated, not all of water consumption volume goes into Wastewater System and those customers are already paying Water Providers for that volume consumed. I do not believe that the Commission accurately accessed how much water goes into irrigation or evaporation (heated pools). Nevertheless, Cost-of-Service Principles also applies here and the onus is on CUPA to determine how to accurately measure Wastewater Volume.

22. Deduct volumes or deduct meters could be a solution for CUPA but the onus is on CUPA since they are the ones implementing this new method to come up with a solution that still sticks to Cost-of-Service Principles. In the referenced case, Aqua Pennsylvania Wastewater Inc., provides both water and wastewater service to some of its customers. Onus is on CUPA to also figure out a solution for its customers that use third-party water providers (like Aqua in my case for example).

23. Clarity is needed on what is the 'Commission-approved tariff' since it has been shown that the current CUPA rates do not amount to \$1.4M annual revenue increase but closer to \$4.7M annual increase. Additionally, the rates must still stick to Cost-of-Service Principles and the PUC system or process should allow for correction.

26. If Deduct Meters is a solution that will allow CUPA to stick to Cost-of-Service Principles, then the onus is on CUPA to remedy the situation and not still charge for services not render.

27. Another measurement of irrigation water should be considered if a deduct meter is not an option.

Respectfully Yours,

James & Tracy Smyth

Account Number: 2677562854

Name: TRACY SMYTH

Phone: (484) 593-4508

Service Address: 1613 CREAGH KNOLL LN, DOWNINGTOWN, PA, 19335

Bill Date: 10/14/2024

Due Date: 11/04/2024

Please Pay: \$443.10



Community Utilities of Pennsylvania

Customer Service: (800) 638-0262

Billing: (800) 638-0262

Collections: (800) 638-0262
www.uiwater.com/pennsylvania

[1/1]



Scan to visit us on the web

Meter Information

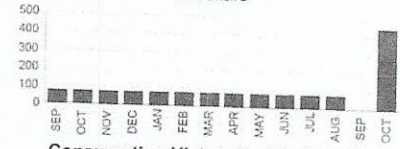
Badge Nbr	Service Type	Start Read Date	Start Read	End Read Date	End Read	Total Usage	Days In Cycle	Avg Daily Use	Constant
65248905	Wastewater	08/09/2024	19169	09/06/2024	19393	22,400 GAL	28	800.00 GAL	1

Bill Details

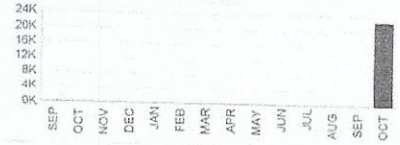
Activity Since Last Bill

Previous Balance		
Payments received as of 10/14/2024	\$73.08	
Balance as of 10/14/2024	-\$446.64	
Adjustments		
Credit Balance to be Refunded by Check		-\$373.56
Residential Wastewater Service		
Wastewater Treatment Service		\$373.56
22,400 gallons at \$18.00 per 1,000 gallons	\$39.90	
Total Residential Wastewater Service	\$403.20	
Current Charges		\$443.10
Total Due Amount		\$443.10
		\$443.10

Billing History in dollars



Consumption History for Wastewater in GAL



Message Center

Customers paying by check: processing changes from USPS are causing extended First Class mail delivery times and your bill payment may now take longer to post to your account. View your account and sign up for auto bill pay at <https://www.myutility.us/>
A rate change approved by the PA PUC in Docket No. R-2023-3042804 & R-2023-3042805 became effective August 9, 2024. A portion of this bill may be pro-rated.

1037.40
 443.10

 1480.50

443.10
 89
 10/25/24
 Ew/ud

*New regulations by the EPA ask utilities to identify water service lines made of lead. Help get the lead out by testing your service line and taking our survey. Visit our website for more info and go to <https://bit.ly/Lead-Survey> to take the survey. Make check payable to: Community Utilities of PA. Rate Schedules are available upon request. Visit www.uiwater.com/pennsylvania for important account offerings.



267756285400000443107

PO BOX 160609
Altamonte Springs, FL 32716-0609

Account Number: 2677562854
Due Date: 11/04/2024
Please Pay: \$443.10

Amount Paid

[Empty box for Amount Paid]

UTQ1015A AUTO MIXED AADC 604
7000000097 00.0002.0074 97/1



TRACY SMYTH
1613 CREAGH KNOLL LN
DOWNINGTOWN PA 19335-3857



COMMUNITY UTILITIES OF PA
PO BOX 70840
CHARLOTTE, NC 28272-0840

Address correction requested on back

Account Number: 2677562854

Name: TRACY SMYTH

Phone: (484) 593-4508

Service Address: 1613 CREAGH KNOLL LN, DOWNINGTOWN, PA, 19335

Bill Date: 10/22/2024

Due Date: 11/11/2024

Please Pay: \$1,037.40



Community Utilities of Pennsylvania

Customer Service: (800) 638-0262
Billing: (800) 638-0262
Collections: (800) 638-0262
www.uewater.com/pennsylvania



Meter Information

Badge Nbr	Service Type	Start Read Date	Start Read	End Read Date	End Read	Total Usage	Days In Cycle	Avg Daily Use	Constant
65248905	Wastewater	09/06/2024	19393	10/07/2024	19701	30,800 GAL	31	993.55 GAL	1

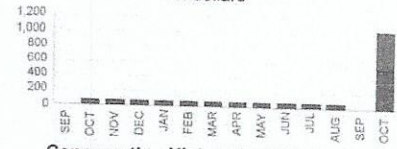
Bill Details

Activity Since Last Bill

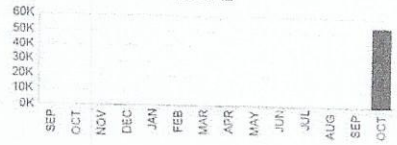
Previous Balance									
Payments received as of 10/22/2024					\$443.10				
Balance as of 10/22/2024					\$0.00				
Residential Wastewater Service						\$443.10			
Wastewater Treatment Service					\$39.90				
30,800 gallons at \$18.00 per 1,000 gallons					\$554.40				
Total Residential Wastewater Service						\$594.30			
Current Charges						\$594.30			
Total Due Amount						\$1,037.40			

-28,000 IRRIGATION WATER

Billing History in dollars



Consumption History for Wastewater in GAL



Message Center

Customers paying by check: processing changes from USPS are causing extended First Class mail delivery times and your bill payment may now take longer to post to your account. View your account and sign up for auto bill pay at <https://www.myutility.us/>. Our records indicate the previous balance remains unpaid. Please contact Customer Service if you require payment arrangements to extend the time allowed for payment of your bill. We apologize for the delay in processing your bill. You will receive future bills on time. If you have any questions, please contact customer service. A rate change approved by the PA PUC in Docket No. R-2023-3042804 & R-2023-3042805 became effective August 9, 2024. A portion of this bill may be pro-rated.

CASE #4028251

** IRRIGATION WATER IS NOT WASTE WATER & NEEDS TO BE EXCLUDED *
* THIS IS FRAUD!
* WE CAN'T AFFORD THIS!*

*New regulations by the EPA ask utilities to identify water service lines made of lead. Help get the lead out by testing your service line and taking our survey. Visit our website for more info and go to <https://bit.ly/Lead-Survey> to take the survey. Make check payable to: Community Utilities of PA. Rate Schedules are available upon request. Visit www.uewater.com/pennsylvania for important account offerings



267756285400001037401

PO BOX 160609
Altamonte Springs, FL 32716-0609

Account Number: 2677562854
Due Date: 11/11/2024
Please Pay: \$1,037.40

Amount Paid

600 Per

10/14/24

Evolve

UTQ1023A AUTO MIXED AADC 604
7000001254 00.0008.0017 1253/1



TRACY SMYTH
1613 CREAGH KNOLL LN
DOWNINGTOWN PA 19335-3857



COMMUNITY UTILITIES OF PA
PO BOX 70840
CHARLOTTE, NC 28272-0840

Address correction requested on back

From: Aqua Deduct Program <Deduct@aquawater.com>
Sent: Tuesday, October 22, 2024 1:37 PM
To: smythjim.smyth@gmail.com <smythjim.smyth@gmail.com>
Subject: Ineligible Premise

Thank you for your interest in Aqua's Deduct Water Meter Program. Unfortunately, the property you submitted is outside of the Public Utility Commission's approved eligibility zone and does not qualify for the program at this time. For water-saving tips and other customer assistance programs, please visit www.AquaWater.com.

Sincerely,
Aqua Deduct Meter Support
610-541-4173

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