



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120
January 23, 2025

**MR. LARRY FINNICUM
REGIONAL PRESIDENT, MID-ATLANTIC OPERATIONS
VEOLIA WATER PENNSYLVANIA INC.
6310 ALLENTOWN BLVD.
HARRISBURG, PA 17112**

Re: Management Audit (MA), D-2024-3045217

Dear Mr. Finnicum:

The Commission appreciates the cooperation extended by the officers and employees of Veolia Water Pennsylvania Inc. (VWPA) to our Bureau of Audits' staff during the recent Management and Operations Audit. We seek VWPA's further cooperation in implementing the recommendations cited in the audit report.

As you know during the audit, the staff analyzed and evaluated management performance in nine functional areas at VWPA. Staff identified three areas as needing moderate improvement for VWPA (see Chapters: VII – Water Operations, VIII – Emergency Preparedness, and X – Customer Service), and four areas as needing minor improvement. The moderate and minor improvement areas offer the potential for increased effectiveness. Consequently, the Commission believes that these areas should be the focus of VWPA's implementation efforts.

At its Public Meeting on January 23, 2025, the Commission acknowledged receipt of VWPA's January 9, 2025 Implementation Plan and released it, along with the audit report, to the public. The Commission notes that VWPA's Implementation Plan indicates acceptance with 13 recommendations and partial agreement with two recommendations. Receipt of this Implementation Plan does not constitute acceptance by the Commission of the actions already taken, those actions to be taken, or any explanations and cost/benefit analyses provided. VWPA's implementation actions, together with the explanations and analyses, will be reviewed by the Commission at a later date.

Accordingly, the Commission directs VWPA to:

- Proceed with the January 2025 Implementation Plan, and
- Submit implementation progress reports annually, by January 1st, for the next three years.

Mr. Finnicum
D-2024-3045217
Page 2

The Commission's direction to proceed with the Implementation Plan should not be construed as approval of the plan.

Sincerely,

A handwritten signature in black ink, appearing to read "Rosemary Chiavetta". The signature is fluid and cursive, with the first name being the most prominent.

Rosemary Chiavetta
Secretary

Contact Person: Nathan Paul
(717) 214-8249