

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Eleanor Weaver	:	
	:	F-2025-3054411
v.	:	F-2025-3054412
	:	
Aqua Pennsylvania, Inc.	:	

**FIRST INTERIM ORDER**

Grant Consolidation  
of Two Formal Complaints

This Interim Order concerns a Motion to Consolidate filed by Aqua Pennsylvania, Inc. concerning two formal complaints, filed at almost the same time, concerning the same issue at two different but abutting service addresses owned by the same formal complainant.

On March 31, 2025, Eleanor Weaver (Ms. Weaver or Complainant) filed a Formal Complaint (First Complaint) with the Pennsylvania Public Utility Commission (Commission) against Aqua Pennsylvania, Inc. (Aqua PA or Respondent), regarding water service to 135 Point Road, West Hickory, Pennsylvania, under Account No. XXXXXXXXXX-XXX5356 (Point Road Account). Ms. Weaver alleged there were incorrect charges on the bills for the Point Road Account and a reliability, safety or quality problem with the water service provided. Specifically, Complainant alleged Aqua PA charges more for monthly water service than the previous service provider (West Hickory Water) charged. Complainant also alleged Respondent sends more than one bill per month, uses estimates but claims it uses actual meter readings when calculating consumption, charged for service before it acquired the system from West Hickory Water and had multiple water advisories issued due to discolored water or through a water boil notice.

For relief, Ms. Weaver requested a verifiable beginning meter read or, in the alternative, continue to estimate consumption levels equal to 3,000 gallons monthly, a practice

used by the previous service provider (West Hickory Water). The Commission docketed the First Complaint at Docket No. F-2025-3054411.

On April 1, 2025, Eleanor Weaver (Ms. Weaver or Complainant) filed a Formal Complaint (Second Complaint) with the Pennsylvania Public Utility Commission (Commission) against Aqua Pennsylvania, Inc. (Aqua PA or Respondent), regarding water service to 3480 Main Street, West Hickory, Pennsylvania, under Account No. XXXXXXXXXX-XXX5232 (Main Street Account). Ms. Weaver alleged there were incorrect charges on the bills for the Main Street Account and a reliability, safety or quality problem with the water service provided. Complainant contended Respondent sends two bills each month with the second bill arriving before the first bill is due for payment. Ms. Weaver alleged the bills are confusing and difficult to understand and the bills are based on estimates instead of actual meter readings.

For relief, Ms. Weaver requested evidence of meter readings, bills that are readable and understandable and lower bills. The Commission docketed the Second Complaint at Docket No. F-2025-3054412.

On April 23, 2025, Aqua PA filed an Answer to the First Complaint and the Second Complaint (collectively, the Weaver Complaints) in which Respondent admitted it provides water service to Ms. Weaver at the service addresses but denied all other material allegations in the Weaver Complaints. Aqua PA requested the Weaver Complaints should be dismissed or, in the alternative, the matter should be referred to the Mediation Unit in the Commission's Office of Administrative Law Judge (OALJ).

On May 19, 2025, the OALJ issued the Interim Order sending sent the Weaver Complaints to mediation.

On July 7, 2025, the OALJ issued the Initial Telephonic Hearing Notice, scheduling the proceedings at both dockets for an initial call-in telephonic hearing on September 23, 2025.

## Motion to Consolidate

On June 30, 2025, Aqua PA filed the Motion to Consolidate the Formal Complaints of Eleanor Weaver (Motion), pursuant to 52 Pa.Code § 5.81. Aqua PA alleged both formal complaints contained identical issues of fact and law, the same accountholder and consolidation would further judicial economy and avoid needless supplication of litigation.

## Discussion

Based on information provided in the Weaver Complaints and Aqua PA's Answers and Motion, it appears the Weaver Complaints were filed by the same individual (Ms. Weaver), involved the same public utility (Aqua PA), involved service addresses in the same town (West Hickory), involved the same ratepayer (Ms. Weaver) and involved similar allegations. In addition, both complaints (the First Complaint and the Second Complaint) included requests for evidence of verified meter readings, estimates created consistent with the practice of the previous service provider, lower bills, and billing statements that are readable and understandable and lower bills.

Pursuant to 52 Pa. Code §5.81, with or without motion, the presiding officer may order proceedings involving a common question of law or fact to be consolidated and may make any orders concerning the conduct of the proceeding as may avoid unnecessary costs or delays. In these two proceedings, Complainant alleges the same set of facts as the basis for her contention that Aqua PA failed to provide her with reasonable and appropriate customer service for failing to give her understandable billing statements, failing to measure consumption accurately and failing to bill accurately. Accordingly, it will save time and resources for the parties and the Commission if the two matters are consolidated for the purposes of hearing and adjudication.



**F-2025-3054411; F-2025-3054412 - ELEANOR WEAVER v. AQUA PENNSYLVANIA, INC**

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