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

IN REPLY PLEASE
REFER TO OUR FILE

Docket No.
M-2024-3051789

August 5, 2025

ROOT CAUSE ANALYSIS REPORT ON INVESTIGATION OF QUALITY-OF-SERVICE ISSUES IN PENNSYLVANIA-AMERICAN WATER COMPANY'S NORTHEASTERN SERVICE TERRITORY DOCKET NO. M-2024-3051789

On November 8, 2023, Pennsylvania-American Water Company (PAWC) filed Supplement No. 45 to Tariff Water – Pa. P.U.C. No. 5 and Supplement No. 47 to 5 Tariff Wastewater – Pa. P.U.C. No. 16 with the Commission, at Docket Nos. R-2023-3043189 and R-2023-3043190, seeking an increase to its water and wastewater rates.

Testimony at public input hearings held during the course of PAWC's rate case proceeding revealed a trend in allegations of negative quality-of-service experiences due to a lack of water quality, particularly in the northeastern region of PAWC's service territory, which encompasses the Scranton, Pennsylvania and the greater Lackawanna County region. Additionally, approximately 30 *pro se* complaints filed with the Commission and 50 publicly filed comments asserted negative quality-of-service issues with PAWC's water service in its Northeastern Service Territory.

On July 22, 2024, the Commission entered a final Order disposing of PAWC's rate case proceeding. Therein, based upon the cumulative number of quality-of-service concerns raised in the proceeding via complaints, written comments, and testimony presented at the public input hearings, the Commission determined that further investigation was warranted to determine the cause of the quality-of-service issues and ensure that PAWC effectively manages the issues toward remediation. Thus, the Commission directed Staff to implement an investigation into the quality-of-service issues in PAWC's Northeastern Service Territory. In addition, the Commission directed Staff to prepare a root cause analysis report exhibiting any key findings.

Pursuant to the Commission's July 22, 2024 Order, Staff implemented an investigation into the quality-of-service issues in PAWC's Northeastern Service Territory, at Docket No. M-2024-3051789, and prepared a Root Cause Analysis Report.

The Commission is releasing Staff's Root Cause Analysis Report to the public and a copy of the Root Cause Analysis Report is attached to this Secretarial Letter. Additionally, an Executive Summary addressing the key findings in the Root Cause Analysis Report and the Commission's next steps, including (1) continued monitoring, (2) touch points with concerned customers, and (3) reporting at this docket, is attached hereto.

Please direct any questions to RA-PCWaterQuestion@pa.gov.

Sincerely,

Matthew L. Homsher
Secretary