

-----  
Pennsylvania Public  
Utility Commission  
Bureau of Investigation  
& Enforcement Petition  
to Request the  
Commission Open a  
Section 529  
Investigation Into the  
Acquisition of Rock  
Spring Water Company  
  
In-Person Public Input  
Hearing  
-----

Docket No.: P-2024-3051313

Pages 346 - 438

Main Meeting Room  
Ferguson Township  
Municipal Building  
3147 Research Drive  
State College, PA

Tuesday, September 30, 2025  
Commencing at 6:00 p.m.

INDEX TO EXHIBITS

Docket No. P-2024-3051313

Hearing Date: September 30, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
Hajduk Exhibit 1	394	398

DEP Complaints

Hajduk Exhibit 2	394	398
------------------	-----	-----

Spreadsheet

Hajduk Exhibit 3	395	398
------------------	-----	-----

3 Page Letter

## Coogan, John

---

**From:** John Hajduk <hajdukjd@gmail.com>  
**Sent:** Tuesday, September 30, 2025 4:18 PM  
**To:** John Hajduk  
**Subject:** Fwd: Confirmation e-mail from DEP

On Mon, Aug 13, 2018 at 11:16 PM <[donotreply@pa.gov](mailto:donotreply@pa.gov)> wrote:

Thank you for contacting DEP with your environmental complaint. If your complaint is within DEP's jurisdiction, and you have provided your name and contact information, DEP staff will contact you regarding the status of their investigation. Please be advised, if your complaint is not regulated by DEP, you will be notified as to the regulating authority.

Thank you for helping to protect our environment!

Submitter Information	
<b>Name:</b> JOHN HAJDUK	<b>Email Address:</b> <a href="mailto:hajdukjd@gmail.com">hajdukjd@gmail.com</a>
<b>Street Address:</b> <a href="#">130 Thornridge Drive</a>	<b>City:</b> Pennsylvania Furnace
<b>State:</b> PA	<b>Zip Code:</b> 16865
<b>Home Telephone:</b>	<b>Work Telephone:</b>
<b>Cell Phone:</b> 724-875-6594	
Complaint Information	
<b>Location of Problem - County:</b> CENTRE	<b>Location of Problem - Township/Borough/City:</b>
<b>Know who is responsible:</b> Yes	FERGUSON TOWNSHIP
<b>Name:</b> BONNIE JACOBS - ROCK SPRING WATER COMPANY	<b>State:</b> PA
<b>Address:</b> <a href="#">1750 Tadpole Road</a>	<b>ZipCode:</b> 16865
<b>City:</b> Pennsylvania Furnace	<b>Phone Number:</b> 814-231-2911

**Problem Description | Directions**

Problem Description:	Directions:
<p>I have lived in in my home at <a href="#">130 Thornridge Drive PA</a> Furnace, PA 16865 since 12/2016 and Rock Spring Water Company has been consistently unresponsive and continues to SERIOUSLY jeopardize public safety. Over the last 6 months there has been three "boil water" notices and to date my household whom is served by Rock Spring Water Company has not notified by ANY method of communications (email, phone, or letter) nor has the issues been posted on local media (news). After the first event we complained to Ms. Jacobs and we were mailed a post card from Rock Spring in the mail where we were asked to verify/ fill our phone, email, and address and return the post card to Rock Spring Water Company promptly. There have been TWO boil water event since and we have not been contacted either time. After the second event we ask called the water company and left a message notifying that we were not contacted again and got no response which is very typical. Some of our neighbors have receive the notices and post this information on our community Facebook page. Recently (for around the last two weeks) there has been again a boil water notice that finally was announced on Channel 10 WTAJ news and CDT webpage...of course after numerous days since the issue developed and my family has been drinking the water and yet again we were not notified by any media. Despite all of this the water company manages to send us water bills without exception!Enough is enough...it's clear that Rock Spring Water Company is careless if not negligent...they display no sense of urgency to correct issues, do not invest ANY capital to upgrade the system on any frequency, and also do not staff for maintenance and operations nor return phone calls.</p>	



Date	Description	Outage Duration (hrs)	Unusable Water	Documentation
8/13/2018	DEP environmental complaint against Rock Springs (attached) for not communication boil water notices, directly to my household and others, nor posting on social media, or notifying the local news on 3 different occurrences from March 2018 to August 2018	0	0	Email
8/15/2018	Email from Bonnie Jacobs stating that they have corrected our email address	0	0	Email
9/13/2018	Emergency Line Repair - water outage, cloudy water afterwards, bad TDS test	3.5	36	Email
3/19/2019	Emergency Line Repair - water outage, cloudy water afterwards, bad test	4	24	Email
4/2/2019	Emergency Line Repair - water outage, after water smells, bad TDS test	10	36	Email
6/5/2019	Emergency Line Repair- water outage	8	48	Email
9/21/2019	Emergency Line Repair water outage, bad TDS	6	12	Email
2/19/2020	Email from Bonnie Jacobs stating that bills either were not sent or in error	0	0	Email
5/10/2020	Emergency Line Repair - water outage	5	12	Email
8/13/2020	Little water pressure	6	12	Email
8/16/2020	Emergency Line Repairs - water outage	3	3	Email
8/29/2020	Little water pressure	4	4	Email
9/5/2020	Little water pressure	4	4	Email
11/11/2020	Emergency Line Repair - (dirty water afterwards) test	4	24	Email
11/12/2020	Emergency Line Repair (dirty water afterwards) test	4	24	Email
5/8/2021	Little water pressure - electrical issue sited	72	72	Email
5/16/2021	Emergency Line Repair - (dirty water afterwards) test	5	48	Email
5/16/2022	Emergency Line Repair - (dirty water afterwards) test	4	48	Email
7/23/2022	Emergency Line Repair - (dirty water afterwards) test	4	48	Email
8/21/2022	Little water pressure - electrical issue sited	6	6	Email
10/8/2022	Emergency Line Repair - (dirty water afterwards) test	8	24	Email
10/16/2022	Emergency Line Repair - (dirty water afterwards) test	4	48	Email
10/23/2023	Emergency Line Repair - (dirty water afterwards) test	6	24	Email
2/20/2024	Billing issue - bills delayed 6 weeks	0	0	Email
4/29/2024	Little water pressure - electrical issue sited	48	48	Email
8/7/2024	Power outage, no generator ordered	10	10	Email
8/17/2024	Cloudy water	48	48	Email
9/7/2024	Emergency Line Repair - water outage	4	8	Email

280.5                      671

annual avg cost    customers    annual / rev  
\$            360.00                      1000    \$ 360,000.00



1750 Tadpole Road  
Pennsylvania Furnace, PA 16865  
(814) 231-2911

Ashley Hajduk  
130 Thornridge Drive  
Pa Furnace, PA. 16865

April 18, 2017

Dear Ms. Hajduk,

This letter is to inform you about your bill for the new water line connection to your property located on 130 Thornridge Drive. The bill was sent to Fine Line Homes as is the policy of our company for new connections. Apparently the bill then was forwarded to you.

Rock Spring Water Company and its employees did not give a quote on this job. Roy Campbell made an initial visit to speak with you about your questions and attempted several times to follow up on this matter and has found no one at home.

The new connection bill due date was April 6, 2017 and it is now past due in the amount \$918.16. We would appreciate your immediate attention to this matter.

Sincerely,

Elizabeth  
Rock Spring Water Company  
814-231-2911

# ROCK SPRING

Water Company®  


Ashley Hajduk  
130 Thornridge Drive  
Pa Furnace, PA 16865

1750 Tadpole Road  
Pennsylvania Furnace, PA 16865  
(814) 231-2911

April 19, 2017

Dear Ms. Hajduk,

We received your letter dated April 17, 2017 concerning the bill for a new water line connection at 130 Thornridge Drive. A copy of the initial bill, that you requested, is enclosed. The original bill was sent to Fine Line Homes. As stated in our first letter, our policy is to send the statement to the builder, which was done on March 6, 2017.

Several factors need to be clarified concerning the water line connection bill. It took several days for the completion of this job. First it took many hours on two days to locate the main with unexpected extra time, as this one was not an easy find. Also included in the labor hours was time for a second employee. The invoice #767848 stating 7 hours is correct. Only the builder was occasionally present for the first two days and was consulted about the details of the connection. We do agree the builder was there on the property during the connection phase of the job. The 3 equipment hours as stated, are correct, as not knowing the difficulty of job locating the main would involve extra time. As this job was spread out over several days and looking into your question about the bill, the amount is correct. There were also excessive trips to and from this home for other tools and equipment at no charge to you. So we did compensate where we could. We hope this helps explain the charges and you can understand how the amount was calculated to complete this job as efficiently as possible so you have a proper line connection.

Roy Campbell did speak with Ashley about the bill issue prior to April 6, 2017. At this time Ashley was unable to give us the name of the person who apparently gave a quote to complete this job. Rock Spring employees were questioned about this incident and no one had given any type of quote.

The check #1382, dated April 17, 2017, in the amount of \$677.60 was put towards invoice #767848.

Sincerely,

Elizabeth  
Rock Spring Water Company  
814-231-2911

APL % \*  
13.56 \*  
= 918.16

INVOICE NO.  
767848

SOLD TO: Five line Homes  
 ADDRESS: 14760 Benner Pike  
 CITY, STATE, ZIP: State College, PA 16801

SHIP TO: Reed Springs Industries  
 ADDRESS: 1750 Tadpole Rd  
 CITY, STATE, ZIP: PA 16815

CUSTOMER'S ORDER: ACC 340  
 SOLD BY: \_\_\_\_\_  
 TERMS: \_\_\_\_\_  
 DATE: 4-17-17  
 F.O.B. \_\_\_\_\_

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	Water line Connection for		
2	130 Thornridge		
3	Pa Furnace, PA		
4			
5	labor @ 38		206.00
6	Equipment @ 75		225.00
7	Parts		413.60
8			
9	Due 4-06-17		904.60
10	Finance charge 5.0% of 904.60		

904.60 invoice 767848  
 + 13.56 fee \*  
 -----  
 918.16 new total  
 - 677.60 check # 1382  
 -----  
 240.56 check # 1385