

PUC

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September 24, 2025

GOVERNORS CORRESPOND
2025 SEP 29 PM3:09

The Honorable Dave Sunday

Office of the Attorney General

Strawberry Square

Harrisburg, PA 17120

The Honorable Josh Shapiro

Office of the Governor

508 Main Capitol Building

Harrisburg, PA 17120

Re: Fraudulent and Unfair Wastewater Tariffs by Community Utilities of Pennsylvania (CUPA)

Dear Attorney General Sunday and Governor Shapiro:

We are writing regarding the unfair practices of Community Utilities of Pennsylvania's (CUPA) wastewater tariffs. The current billing system is inaccurate and, in our view, unfairly gouging customers.

In September of last year, CUPA changed its billing structure from a flat rate of approximately \$74 per month to a metric billing cycle. Under this system, CUPA uses water-consumption data provided by Aqua and charges customers per gallon for wastewater treatment. The problem is that customers are being charged for water that is never treated—such as water used for lawns, irrigation systems, and pools.

Despite contacting CUPA numerous times, we have been told only that their tariff was approved, so "they are not doing anything wrong." In May 2025, we filed a formal complaint with the Pennsylvania Public Utility Commission (PUC) regarding CUPA's rate increase and the way it determines wastewater charges. Our hearing was held on July 22, 2025; we have yet to receive the judge's decision. At that hearing the judge stated there would have to be a drastic increase to customers for action to be taken. CUPA's Financial Planning & Analysis Manager, David Clark, stated on record that customers could experience up to a 2,400% increase in their monthly bills—surely that qualifies as drastic.

During this hearing, we asked David Clark if we could install a separate outdoor meter to measure water that does not enter the sewer system. We were told deduct meters are not permitted in our area. CUPA further admitted that a "winter average" method of billing could

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mitigate the problem, but that that is not an option offered in our township (West Bradford Township in Downingtown, PA). CUPA's legal team essentially stated that if they deducted irrigation and pool volumes they would not meet their revenue requirements. In other words, CUPA knowingly bills customers for water it does not treat and penalizes those who use outdoor water, which is biased and should be illegal.

Prior to the rate change, we did not participate in the flat rate to volumetric billing complaint, as we were not properly notified about the filing of the rate change. David Clark claimed CUPA customers were notified through newspapers, bill inserts, and "postings on office doors at office locations". Respectfully, we do not receive a newspaper, we pay our CUPA bill online, and we have no idea which "office buildings" they are referencing. This is not effective notice and amounts to unfair and deceptive practices.

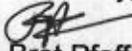
Personally, we went from paying \$75 a month a year ago to nearly \$400 a month during the summer months because we water trees and grass during a drought. We have spent close to \$1,000 on "wastewater treatment" this summer alone, even though most of the water we are being billed for is never processed.

We respectfully urge your offices to:

- Investigate CUPA's billing practices for potential violations of consumer-protection and public-utility laws.
- Require CUPA to adopt a fairer method (such as a winter average or outdoor-meter option) so customers are billed only for wastewater actually treated.
- Review the adequacy of CUPA's customer-notification procedures for rate changes.

Pennsylvania consumers deserve transparency and fair treatment from regulated utilities. We appreciate your attention to this matter and your efforts to protect residents from unjust and deceptive utility practices.

Sincerely,


Bret Pfaff


Megan Pfaff

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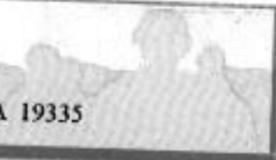
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