

Ms. Teri-Lee Rhoades, Mediator
Pennsylvania Public Utility Commission
Office of Administrative Judge
Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120

November 10, 2025

RE: G. Kenney v. The York Water Company
Docket No. C-2025-3057261

Dear Mediator Rhoades:

Pursuant to Interim Order dated October 2, 2025, The York Water Company (York Water) contacted the customer, Ms. Kenney, on October 8, 2025 asking to talk with her about the Complaint at Docket No. C-2025-3057261. Ms. Kenney authorized her daughter, Shakiya Kenney, to speak for and with her regarding this matter.

Scheduling was challenging, but on October 30, 2025, York Water and the Complainant talked on the telephone. This conversation was the second scheduled attempt to hold this meeting. Present on the telephone were:

For the Complainant: Ms. Grace Kenney (the customer/named Complainant)
Ms. Shakiya Kenney, the customer's daughter

For The York Water Company:
Ms. Suzanne Becker, VP Customer Service
Ms. Savannah Harlacher, Customer Service Manager
Ms. Alexandra Chiaruttini, CAO and GC

The conversation was extremely informative for York Water . Ms. Kenney has been a longstanding water customer of York Water for over 20 years, during which time her water account has been current and paid. At all times known to York Water, wastewater utility service was provided at this address, first by the City of York, and is now being provided by Pennsylvania American Water Company (PAWC). The property is thus a wastewater customer of PAWC.

According to both Ms. Kenneys and York County property records, the residential property landlord changed in approximately January 2021. Ms. Kenney stated that she has always paid her water bill. York Water agrees that she has remained current on her water bill according to our records, and remains current as of the date of this letter.

Ms. Kenney asserted that, at no time prior to 2025, was she responsible to pay the wastewater bill and she asserts there is nothing in writing that designates her as responsible for the wastewater bill. York Water is not the wastewater utility, and we have no information related to the wastewater service, there is nothing York Water can do about the customer's issue with her wastewater utility and/or her landlord.

Based upon our conversation with both Ms. Kenneys, either they are confused or PAWC customer service informed them that York Water told PAWC to bill Ms. Kenney for wastewater service. This is why Ms. Kenney says she filed the Formal Complaint against York Water. York Water has no way to confirm what PAWC said to the Kenneys about their wastewater account. York Water has never communicated with PAWC regarding to whom the wastewater invoice should be directed.

However, in an effort to help this customer solve her confusion with her utility service, we offered to contact PAWC to see if we can work with them to get to resolution. On Friday November 7, 2025 counsel for York Water and PAWC spoke on the telephone regarding this matter. PAWC counsel had a call with her outside counsel, N. Stobbe (Stevens and Lee) scheduled on Monday, November 10 to discuss the matter. We then scheduled a follow up call for Monday, November 10 at 4:30. The two conversations with PAWC were helpful to enlighten both utilities regarding Ms. Kenney's complaint(s). November 15, 2025.

It is clear to York Water that Ms. Kenney's issue is with PAWC, her wastewater utility provider and not York Water. Since York Water does not have a payment issue, and this customer's account is and always has been current, York Water can provide no relief to this customer beyond supporting resolution with PAWC, the wastewater utility provider. York Water believes this Complaint Docket should be closed, but the customer will be reluctant to withdraw its complaint until her confusion is resolved.

York Water will provide a brief update to Ms. Kenney regarding our conversations with PAWC via email in the next 24 hours.

Sincerely,



Alexandra Chiaruttini
Chief Administrative Officer and General Counsel
The York Water Company
130 East Market Street
York, PA 17401
alexc@yorkwater.com
717-845-3601

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a participant).

VIA EMAIL AND FIRST CLASS MAIL

Grace Kenney
857 East Poplar Street
York, Pennsylvania 17403

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