

Date: November 17, 2025

Sender Information (Customer)

Hakeem Carter

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Recipient Information (Regulatory)

Secretary, Pennsylvania Public Utility Commission (PUC)

Office of Consumer Advocate (OCA)

Subject: FORMAL OBJECTION: Proposed Rate Increase by Pennsylvania American Water (York County) - Docket No. R-2025-3057983

To Whom It May Concern:

I am writing to formally and emphatically object to the recent rate increase proposed by Pennsylvania American Water Company (PAWC) affecting water and/or wastewater services in York County, PA. I am a residential customer of PAWC, and my account number is 210044457533.

The proposed rate adjustment presents a severe and immediate threat to the financial stability of my family and countless other working families in this region. This objection is based entirely on the principle of affordability and the disproportionate burden this increase places on customers.

For our family of four in a 2,000 square foot home with 2.5 bathrooms, our combined water and sewer bill currently ranges between \$250 and \$319 per month. This bill represents the single most expensive utility expense we face every month, routinely exceeding the costs of our electricity, gas services, cellphone services, and car payments. This existing cost is already a significant strain on our budget, which we manage diligently.

With the addition of this new rate increase, I must state clearly that the cost of water and sewer service will become unaffordable for my family. We are first-generation homeowners, working hard to build stability for ourselves and our two young children. The high cost of essential utility service should not be the barrier that makes homeownership unsustainable, especially for families striving to establish themselves.

While I understand that system maintenance and infrastructure investment are necessary, these costs cannot be continually downloaded onto the backs of customers to the point of financial hardship. We urge the Commission to reject the proposed rate increase and ensure that any approved rates are based on a comprehensive assessment of customer affordability, rather than solely on the company's capital expenditure goals.

We respectfully request that the Commission prioritize the economic well-being of residential customers in its final decision.

Thank you for your time and consideration of this urgent matter.

Sincerely,

Hakeem Carter