

COMMONWEALTH OF PENNSYLVANIA



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Consumer Advocate

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November 25, 2025

Via Electronic Filing

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Pennsylvania Public Utility Commission
v.
Veolia Water Company, Inc.
C-2025-3058757

Dear Secretary Homsher:

Attached for electronic filing, please find the Office of Consumer Advocate's Notice of Intervention and Public Statement in this proceeding.

Copies have been served on the parties as indicated on the enclosed Certificate of Service.

Respectfully submitted,

/s/ Christy Appleby

Christy Appleby
Senior Assistant Consumer Advocate
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Enclosures

cc: The Honorable Charles E. Rainey, Jr. (email only: crainey@pa.gov)
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Paul Zander, TUS (email only: pzander@pa.gov)
Certificate of Service

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Pennsylvania Public Utility Commission	:	
	:	
v.	:	Docket No. C-2025-3058757
	:	
Veolia Water Company, Inc.	:	
	:	

NOTICE OF INTERVENTION

Pursuant to 52 Pa. Code § 5.71(a) and 71 P.S. § 309-4, the Office of Consumer Advocate (OCA) hereby gives Notice of Intervention in the captioned proceeding. The attorneys listed below in the signature line will represent the OCA in this proceeding and service should be directed to them at the information shown below.

Respectfully submitted,

/s/ Christy Appleby
Christy Appleby
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OCAVeoliaComplaint@paoca.org

Dated: November 25, 2025

PUBLIC STATEMENT OF THE
OFFICE OF CONSUMER ADVOCATE
PURSUANT TO 71 P.S. SECTION 309-4(e)

Act 161 of the Pennsylvania General Assembly, 71 Pa. C.S. Section 309-2, as enacted July 9, 1976, authorizes the Consumer Advocate to represent the interests of consumers before the Pennsylvania Public Utility Commission (Commission). In accordance with Act 161, and for the following reasons, the Consumer Advocate determined to file a Notice of Intervention and participate in the proceedings of the Formal Complaint of the Office of Small Business Advocate in before the Commission involving the quality of service provided by Veolia Water Pennsylvania, Inc. (Veolia or Company) to its customers during and following the service incident events of the Summer/Fall of 2025.

Approximately five operational events occurred in Veolia Water Pennsylvania, Inc's (Veolia or Company) service territory between approximately June 22, 2025, and July 8-9, 2025, that resulted in high turbidity and water discoloration which impacted customers in Lower Paxton Township, Susquehanna Township, and Marysville Borough. As the OCA understands it, there were initially approximately five separate operational events: (1) a June 22, 2025 event involving the automatic shutdown of a high service pump at the 6th Street Harrisburg intake/treatment plant; (2) a June 24 event involving a hydrant; (3) a second June 24 event involving a large demand event and pump issue in Marysville; (4) a July 2 main break of a 24" main in Susquehanna Twp; and (5) a July 6 main break in Lower Paxton Township plus a hydrant event. It is the OCA's understanding that the impacts and/or events were not limited to the five events identified above, and that the water discoloration events persisted for customers through at least September 2025.

Veolia provides water service to over 66,000 customers in nine counties throughout Pennsylvania: Columbia; Cumberland; Dauphin; Franklin; Luzerne; Perry; Schuylkill; Wyoming;

and York Counties. Pursuant to OSBA's Formal Complaint, the quality of service issues have occurred in and impacted customers in or around Lower Paxton Township, Susquehanna Township, and Marysville.

The objective of the Consumer Advocate in filing this Notice of Intervention is to protect the interests of Company's customers in receiving adequate, efficient, safe, and reasonable utility service. The Consumer Advocate will seek to ensure that the character of utility service and facilities furnished and maintained by the Company are adequate, efficient, safe, reasonable, reasonably continuous, without unreasonable interruptions or delay, and in conformity with Commission regulations or orders. 66 Pa. C.S. § 1501. Where service or facilities are found to be inadequate, the Consumer Advocate will seek to ensure that the Commission consider such findings in granting or denying the requested rate relief, in whole or in part, and in determining and prescribing the character of service or facilities to be furnished or maintained by the Company. 66 Pa. C.S. §§ 523, 526, 1505(a).

CERTIFICATE OF SERVICE

Pennsylvania Public Utility Commission :
 :
 v. : Docket No. C-2025-3058757
 :
 Veolia Water Company, Inc. :
 :

I hereby certify that I have this day filed electronically on the Commission’s electronic filing system and served a true copy of the following document, the Office of Consumer Advocate’s Notice of Intervention and Public Statement, upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant), in the manner and upon the persons listed below.

Dated this 25th day of November, 2025.

SERVICE BY E-MAIL ONLY

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Darryl Lawrence
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Dated: November 25, 2025