



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
400 NORTH STREET, HARRISBURG, PA 17120

IN REPLY PLEASE  
REFER TO OUR FILE

December 1, 2025

Docket No. M-2024-3051789  
Utility Code 212285

ELIZABETH ROSE TRISCARI ESQUIRE  
PENNSYLVANIA-AMERICAN WATER COMPANY  
852 WESLEY DRIVE  
MECHANICSBURG PA 17055  
[ELIZABETH.TRISCARI@AMWATER.COM](mailto:ELIZABETH.TRISCARI@AMWATER.COM)

RE: Investigation of Quality-of-Service Issues in Pennsylvania-American Water Company's  
Northeastern Service Territory, Docket No. M-2024-3051789

Dear Attorney Triscari:

On August 5, 2025, the Pennsylvania Public Utility Commission (Commission) issued an Executive Summary & Report that, *inter alia*, directed the Commission's Bureau of Technical Utility Services, with any necessary support from the Law Bureau, to track certain metrics related to Pennsylvania-American Water Company's (PAWC's) quality of service in its northeast service territory every six months over the course of the next three years. For the Commission to complete its review, please respond with the information requested in the attached document.

Please forward the information to the Secretary of the Commission at the address listed below **within ten (10) business days** from the date of this letter. All documents requiring notary stamps must have original signatures. The Commission strongly encourages submission through efilings with the Secretary of the Commission by opening an efilings account through the Commission website and accepting eservice at <https://efiling.puc.pa.gov>. The Commission is accepting all public documents through our efilings system at this time.

If your filing contains confidential material, you are required to either file by overnight delivery or submit to the Secretary's Share Point File system to ensure the timely filing of your submission. Filers should contact the Secretary's Bureau in advance to gain access to the Share Point File system. Make sure to reference the Docket Number listed above when filing your response. The overnight address for hard-copy or confidential responses is:

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

**Your answers must be verified per 52 Pa. Code § 1.36.** Accordingly, you must provide the following statement with your responses:

*I, [print name of appropriate company representative], hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).*

Signature \_\_\_\_\_  
Title \_\_\_\_\_  
Date \_\_\_\_\_

Please contact the below staff person if any problems should arise that prevent a full response within ten business days or if any clarification of these data requests is needed. Please mark the materials “CONFIDENTIAL” in bold or highlighted manner if any of the requested information is deemed to be of a confidential nature.

In addition, to expedite completion of the review, please send a copy of the response to James Kennedy in the Water/Wastewater Section of the Bureau of Technical Utility Services via e-mail at [jameskenne@pa.gov](mailto:jameskenne@pa.gov). Please also direct any questions to James Kennedy at telephone number (717) 783-3971. Thank you in advance for your cooperation.

Sincerely,



Matthew L. Homsher  
Secretary

Enclosure: TUS Data Request Set 4

cc: Darryl Lawrence, Office of Consumer Advocate (w/enclosure), [ra-oca@paoca.org](mailto:ra-oca@paoca.org)  
Melanie El Atieh, Office of Consumer Advocate (w/enclosure), [melatieh@paoca.org](mailto:melatieh@paoca.org)  
NazAarah Sabree, Office of Small Business Advocate (w/enclosure), [ra-sba@pa.gov](mailto:ra-sba@pa.gov)  
Allison Kaster, Bureau of Investigation & Enforcement (w/enclosure), [akaster@pa.gov](mailto:akaster@pa.gov)

## TUS Data Request Set 4

### Investigation of Quality-of-Service Issues in Pennsylvania-American Water Company's Northeastern Service Territory, Docket No. M-2024-3051789

Note: Please restate the data request prior to providing a response. In addition, provide the name and title of the person(s) providing the response and/or information for each data request.

M-19. Please provide the following information, in a live electronic spreadsheet format, for each of PAWC's discrete water systems in the Pennsylvania Department of Environmental Protection's (DEP's) Northeast Region:

- a. Quantify the system's highest measured distribution system chlorine residual along with its associated sample location for each month from June 2025 to November 2025; and
- b. Quantify the highest measured concentration of manganese for finished water along with its associated sample location for each month from June 2025 to November 2025.

M-20. Please provide the following information for PAWC's Scranton System:

- a. Quantify the total number of main breaks for each month from June 2025 to November 2025;
- b. Quantify the cost incurred by PAWC from repairing main breaks for each month from June 2025 to November 2025;
- c. Quantify the number of main breaks per mile of main for each month from June 2025 to November 2025;
- d. Based on PAWC's response to M-20.a., for each month from June 2025 to November 2025, quantify the number of main breaks that resulted in a loss of over 500,000 gallons of water, provide descriptions of existing main diameters and material types, specify the material type and length of the repair and/or replacement main, and indicate the associated cost;
- e. Provide a description of any reservoir turnover events that occurred from June 2025 to November 2025, to include a description of the event, any effects on PAWC's quality of service due to the event, and a description of PAWC's response and actions taken to mitigate issues.

M-21. Please quantify PAWC's statewide average number of main breaks per mile of main for each month from June 2025 to November 2025.