



**Teresa K. Harrold**  
Director, Corporate Counsel  
852 Wesley Drive | Mechanicsburg, PA 17055  
Phone: 717-550-1562  
[teresa.harrold@amwater.com](mailto:teresa.harrold@amwater.com)

**VIA** eFiling

December 15, 2025

Matthew L. Homsher, Secretary  
Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
400 North Street  
Harrisburg, PA 17120

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

Dear Secretary Homsher:

In response to the Secretarial Letter dated December 1, 2025, issued at the above-referenced docket, enclosed are Pennsylvania-American Water Company's responses to Data Request Set 4.

If you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Teresa Harrold". The signature is fluid and cursive, with a long horizontal stroke at the end.

Teresa K. Harrold

Enclosures

cc: James Kennedy – PA PUC - Bureau of Technical Utility Services (**VIA** Email w/Encs.)

# Pennsylvania-American Water Company

## Investigation of Quality-of-Service Issues

Case No. M-2024-3051789

### Data Request Response

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.

Response:

a-b. See M-19\_Attachment.

Responsible Witness: Brandy Braun  
Director, Water Quality & Environmental Compliance  
Pennsylvania-American Water Company

Pennsylvania-American Water Company  
Investigation of Quality-of-Service Issues  
Case No. M-2024-3051789  
Data Request Response

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.

Response:

Table below provides data in response to questions A-C:

Month	Total Main Breaks	Total Cost of Repair/Replacement	Main Breaks per Mile of Main
June 2025	8	\$74,776	0.0076
July 2025	4	\$38,882	0.0038
August 2025	10	\$396,888	0.0095
September 2025	10	\$101,409	0.0095
October 2025	11	\$120,258	0.0105
November 2025	16	\$259,118	0.0153

Tables below provide data in response to question D, Main Breaks > 500,000 gallons of water loss:

June 2025

Existing Size	Existing Type	Repair Type	Repair Length	Repair Material	Total Cost
6"	Cast Iron	Replacement	4'	Ductile Iron	\$8,340.41
2"	Cast Iron	Replacement	3'	HDPE	\$8,711.14
12"	Cast Iron	Repair	x	x	\$7,508.35

July 2025

<b>Existing Size</b>	<b>Existing Type</b>	<b>Repair Type</b>	<b>Repair Length</b>	<b>Repair Material</b>	<b>Total Cost</b>
12"	Ductile Iron	Replacement	4'	Ductile Iron	\$12,319.00
8"	Cast Iron	Repair	x	x	\$4,416.91

*August 2025*

<b>Existing Size</b>	<b>Existing Type</b>	<b>Repair Type</b>	<b>Repair Length</b>	<b>Repair Material</b>	<b>Total Cost</b>
6"	Cast Iron	Replacement	4'	Ductile Iron	\$8,707.27
8"	PVC	Replacement	22'	Ductile Iron	\$259,843.88
6"	Cast Iron	Replacement	3'	Ductile Iron	\$10,357.14
6"	Cast Iron	Replacement	8'	Ductile Iron	\$9,935.00
6"	Cast Iron	Repair	x	x	\$4,491.65
12"	Cast Iron	Replacement	13'	Ductile Iron	\$26,603.23

*September 2025*

<b>Existing Size</b>	<b>Existing Type</b>	<b>Repair Type</b>	<b>Repair Length</b>	<b>Repair Material</b>	<b>Total Cost</b>
2"	Cast Iron	Replacement	6'	HDPE	\$4,636.08
8"	Ductile Iron	Repair	x	x	\$4,759.30
8"	Cast Iron	Repair	x	x	\$10,232.57
16"	Cast Iron	Repair	x	x	\$6,386.23

*October 2025*

<b>Existing Size</b>	<b>Existing Type</b>	<b>Repair Type</b>	<b>Repair Length</b>	<b>Repair Material</b>	<b>Total Cost</b>
8"	Ductile Iron	Repair	x	x	\$5,190.30
6"	Cast Iron	Replacement	6'	Ductile Iron	\$13,564.56

*November 2025*

<b>Existing Size</b>	<b>Existing Type</b>	<b>Repair Type</b>	<b>Repair Length</b>	<b>Repair Material</b>	<b>Total Cost</b>
12"	Ductile Iron	Replacement	10'	Ductile Iron	\$111,954.72
10"	Ductile Iron	Repair	x	x	\$10,940.98
8"	Cast Iron	Repair	x	x	\$5,918.26

8"	Cast Iron	Replacement	5'	Ductile Iron	\$9,341.82
6"	Cast Iron	Replacement	6'	Ductile Iron	\$ 9,885.02
8"	Cast Iron	Replacement	3'	Ductile Iron	\$8,682.61

e. From June 2025 through November 2025, there were no rapid turnover events observed. During this timeframe our reservoirs exhibited typical seasonal variations in manganese (Mn) concentrations. None of these fluctuations resulted in water quality issues within the distribution system due to routine process control adjustments and monitoring.

Responsible Witness:           Jeremy Eden  
Senior Director, Northeast PA Operations  
Pennsylvania-American Water Company

# Pennsylvania-American Water Company

## Investigation of Quality-of-Service Issues

Case No. M-2024-3051789

### Data Request Response

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.

Response:

Please refer to the table below:

<b>Date Completed</b>	<b>Number of main breaks</b>	<b>Miles of Main</b>	<b>Average</b>
<b>June</b>	169	10,383	<b>0.0163</b>
<b>July</b>	210	10,383	<b>0.0202</b>
<b>August</b>	205	10,383	<b>0.0197</b>
<b>September</b>	196	10,383	<b>0.0189</b>
<b>October</b>	173	10,383	<b>0.0167</b>
<b>November</b>	163	10,383	<b>0.0157</b>
<b>Grand Total</b>	<b>1,116</b>	<b>10,383</b>	<b>0.1075</b>

Responsible Witness: Jim Runzer  
Vice President, Operations  
Pennsylvania-American Water Company

Max of Result	Jun	Jul	Aug	Sep	Oct	Nov	MP1 Max
<b>All Seasons (Lehman Pike) - PA2520056</b>	<b>2.18</b>	<b>1.75</b>	<b>1.76</b>	<b>1.94</b>	<b>2.34</b>	<b>2.18</b>	<b>2.34</b>
700			1.76				1.76
701	2.18	1.75		1.94	2.34	2.18	2.34
<b>Bangor System - PA3480038</b>	<b>1.5</b>	<b>1.6</b>	<b>1.49</b>	<b>1.62</b>	<b>1.51</b>	<b>1.55</b>	<b>1.62</b>
795				1.62			1.62
797	1.5				1.51		1.51
792		1.6	1.49			1.55	1.6
<b>Berry Hollow - PA3480053</b>	<b>1.63</b>	<b>1.61</b>	<b>1.55</b>	<b>1.91</b>	<b>1.76</b>	<b>1.89</b>	<b>1.91</b>
701	1.63	1.61	1.55	1.91	1.76	1.89	1.91
<b>Blue Mountain (Nazareth)(StonyGarden) - PA3480055</b>	<b>1.73</b>	<b>1.66</b>	<b>1.78</b>	<b>1.73</b>	<b>1.73</b>	<b>1.62</b>	<b>1.78</b>
799	1.73	1.66	1.78	1.73	1.73	1.62	1.78
<b>Blue Mountain Lakes (Lehman Pike) - PA2450133</b>	<b>2.28</b>	<b>2.32</b>	<b>2.53</b>	<b>2.24</b>	<b>2.23</b>	<b>1.97</b>	<b>2.53</b>
700			2.53				2.53
802	2.28	2.32		2.24	2.23	1.97	2.32
<b>Brownell (Scranton) - PA2359001</b>	<b>2.77</b>	<b>2.79</b>	<b>2.71</b>	<b>2.98</b>	<b>2.87</b>	<b>2.91</b>	<b>2.98</b>
703	2.77	2.79	2.71	2.98	2.87		2.98
707						2.91	2.91
<b>Ceasetown (Springbrook) - PA2409002</b>	<b>2.68</b>	<b>2.42</b>	<b>2.49</b>	<b>2.34</b>	<b>2.65</b>	<b>2.73</b>	<b>2.73</b>
708						2.73	2.73
702	2.68	2.42	2.49	2.34	2.65		2.68
<b>Crystal Lake (Springbrook) - PA2409003</b>	<b>1.89</b>	<b>1.84</b>	<b>1.95</b>	<b>1.82</b>	<b>1.91</b>	<b>2.17</b>	<b>2.17</b>
702	1.89	1.84	1.95	1.82	1.91	2.17	2.17
<b>Fallbrook (Scranton) - PA2359006</b>	<b>2.84</b>	<b>2.9</b>	<b>2.87</b>	<b>3.04</b>	<b>3</b>	<b>2.87</b>	<b>3.04</b>
704	2.84	2.9	2.87	3.04	3	2.87	3.04
<b>Fernwood (Lehman Pike) - PA2450134</b>	<b>1.33</b>	<b>1.22</b>	<b>1.36</b>	<b>1.38</b>	<b>1.23</b>	<b>1.94</b>	<b>1.94</b>
711	1.33						1.33
710		1.22	1.36	1.38	1.23	1.94	1.94
<b>Forest City (Scranton) - PA2359014</b>	<b>2.48</b>	<b>2.6</b>	<b>2.6</b>	<b>2.8</b>	<b>2.87</b>	<b>2.85</b>	<b>2.87</b>
702		2.6	2.6	2.8	2.87	2.85	2.87
705	2.48						2.48
<b>Hillcrest (Springbrook) - PA2400070</b>	<b>1.37</b>	<b>1.11</b>	<b>1.28</b>	<b>1.22</b>	<b>1.62</b>	<b>1.62</b>	<b>1.62</b>
700		1.11	1.28	1.22	1.62	1.62	1.62
701	1.37						1.37
<b>Homesite (Springbrook) - PA2400072</b>	<b>1.3</b>	<b>1.48</b>	<b>1.41</b>	<b>1.31</b>	<b>1.69</b>	<b>1.73</b>	<b>1.73</b>
700		1.41	1.31	1.69	1.73		1.73
701	1.3	1.48					1.48
<b>Huntsville (Springbrook) - PA2409013</b>	<b>2.42</b>	<b>2.23</b>	<b>2.11</b>	<b>2.36</b>	<b>2.21</b>	<b>2.34</b>	<b>2.42</b>
703			2.11				2.11
702	2.42	2.23		2.36	2.21	2.34	2.42
<b>Indian Rocks - PA2640047</b>	<b>1.49</b>	<b>1.37</b>	<b>1.48</b>	<b>1.46</b>	<b>1.41</b>	<b>1.15</b>	<b>1.49</b>
701	1.49	1.37	1.48	1.46	1.41	1.15	1.49
<b>Lake Scranton - PA2359008</b>	<b>2.62</b>	<b>2.64</b>	<b>2.66</b>	<b>2.46</b>	<b>2.34</b>	<b>2.86</b>	<b>2.86</b>
701					2.34		2.34
710	2.62		2.66			2.86	2.86
726		2.64					2.64
751				2.46			2.46
<b>Lake Spangenburg - PA2350026</b>	<b>0.98</b>	<b>1.05</b>	<b>0.93</b>	<b>0.78</b>	<b>0.9</b>	<b>1.27</b>	<b>1.27</b>
702	0.98	1.05	0.93	0.78	0.9	1.27	1.27
<b>Lake Winola - PA2660004</b>	<b>1.48</b>	<b>1.25</b>	<b>1.96</b>	<b>1.22</b>	<b>1.45</b>	<b>1.88</b>	<b>1.96</b>
700	1.48	1.25		1.22	1.45	1.88	1.88
706			1.96				1.96
<b>Lehman Pike (Saw Creek) - PA2520062</b>	<b>1.9</b>	<b>1.6</b>	<b>2.9</b>	<b>2.78</b>	<b>2.42</b>	<b>2.69</b>	<b>2.9</b>
700	1.9	1.6	2.9	2.78	2.42	2.69	2.9
<b>Manwalamink - PA2450049</b>	<b>1.51</b>	<b>0.96</b>	<b>0.93</b>	<b>1.15</b>	<b>1.44</b>	<b>1.51</b>	<b>1.51</b>
701				0.93	1.15	1.44	1.44
703			0.96				0.96
704		1.51					1.51
<b>Manwalamink NS 1 and 2 - PA2450099</b>	<b>1.15</b>	<b>1.14</b>	<b>1.35</b>	<b>1.04</b>	<b>1.28</b>	<b>1.35</b>	<b>1.35</b>
700	1.15	1.14	1.35	1.04	1.28		1.35
<b>Manwalamink NS 3 - PA2450113</b>	<b>2.1</b>	<b>2.17</b>	<b>1.93</b>	<b>1.77</b>	<b>1.67</b>	<b>2.17</b>	<b>2.17</b>
703		2.17	1.93	1.77	1.67		2.17
702		2.1					2.1
<b>Mid Monroe (Lehman Pike) - PA2450119</b>	<b>1.73</b>	<b>2.05</b>	<b>2.02</b>	<b>2.35</b>	<b>2.32</b>	<b>2.69</b>	<b>2.69</b>
700						2.69	2.69
701	1.73	2.05	2.02	2.35	2.32		2.35
<b>Montrose - PA2580023</b>	<b>3.24</b>	<b>3.2</b>	<b>3.26</b>	<b>3.16</b>	<b>3.16</b>	<b>3.21</b>	<b>3.26</b>
797	3.24	3.2	3.26	3.16	3.16	3.21	3.26
<b>Nesbitt (Springbrook) - PA2409010</b>	<b>2.81</b>	<b>3.17</b>	<b>2.63</b>	<b>2.44</b>	<b>3.23</b>	<b>2.63</b>	<b>3.23</b>
711	2.81	3.17	2.63	2.44	3.23	2.63	3.23
<b>Olwen Heights - PA2350032</b>	<b>1.36</b>	<b>1.62</b>	<b>1.47</b>	<b>1.48</b>	<b>1.48</b>	<b>1.39</b>	<b>1.62</b>
701	1.36	1.62			1.48		1.62
800			1.47	1.48		1.39	1.48
<b>Pine Ridge (Lehman Pike) - PA2520096</b>	<b>1.33</b>	<b>1.64</b>	<b>1.51</b>	<b>1.57</b>	<b>1.34</b>	<b>1.43</b>	<b>1.64</b>
703	1.33	1.64		1.57	1.34	1.43	1.64
702			1.51				1.51
<b>Pocono - PA2450063</b>	<b>1.8</b>	<b>1.86</b>	<b>1.99</b>	<b>1.77</b>	<b>1.97</b>	<b>1.62</b>	<b>1.99</b>
721	1.8				1.97		1.97
713		1.86	1.99	1.77		1.62	1.99
<b>Silver (Lehman Pike) (Marcel Lakes) - PA2520035</b>	<b>1.99</b>	<b>2.31</b>	<b>2.57</b>	<b>2.26</b>	<b>2.18</b>	<b>2.14</b>	<b>2.57</b>
703	1.99		2.57	2.26	2.18	2.14	2.57
704		2.31					2.31
<b>Susquehanna/Hallstead - PA2580024</b>	<b>2.29</b>	<b>1.89</b>	<b>1.95</b>	<b>2.01</b>	<b>2.02</b>	<b>1.98</b>	<b>2.29</b>
793	2.29	1.89	1.95	2.01	2.02	1.98	2.29
<b>Sutton Hills - PA2400128</b>	<b>1.75</b>	<b>1.76</b>	<b>1.75</b>	<b>1.87</b>	<b>1.79</b>	<b>1.85</b>	<b>1.87</b>
702	1.75	1.76	1.75	1.87	1.79	1.85	1.87
<b>Thompson - PA2580026</b>	<b>1.62</b>	<b>1.53</b>	<b>1.38</b>	<b>1.32</b>	<b>1.55</b>	<b>1.7</b>	<b>1.7</b>
700	1.62	1.53	1.38	1.32	1.55	1.7	1.7
<b>Three Lane (Lehman Pike) (Milford Landing) - PA2520085</b>	<b>1.67</b>	<b>1.74</b>	<b>1.7</b>	<b>2.09</b>	<b>1.76</b>	<b>1.73</b>	<b>2.09</b>
701	1.67	1.74	1.7	2.09	1.76	1.73	2.09
<b>Watres (Springbrook) - PA2409011</b>	<b>2.9</b>	<b>2.5</b>	<b>2.81</b>	<b>2.72</b>	<b>2.47</b>	<b>2.53</b>	<b>2.9</b>
709	2.9	2.5	2.81	2.72	2.47	2.53	2.9
<b>Wild Acres (Lehman Pike)(Hickory) - PA2520034</b>	<b>1.61</b>	<b>1.59</b>	<b>1.83</b>	<b>1.71</b>	<b>1.76</b>	<b>1.66</b>	<b>1.83</b>
700		1.59	1.83	1.71	1.76	1.66	1.83
702	1.61						1.61
<b>MP1 Max</b>	<b>3.24</b>	<b>3.2</b>	<b>3.26</b>	<b>3.16</b>	<b>3.23</b>	<b>3.21</b>	<b>3.26</b>

System Description	Analyte Name	Quantified Results	June Site ID	July Site ID	August Site ID	Septemeber Site ID	October Site ID	November Site ID
Abington System - PA2359008	Manganese - Total	MAX	0.036 109			0.059 110		
All Seasons - PA2520056	Manganese - Total	MAX		0.030 101	0.020 101			0.011 101
Berry Hollow - PA3480053								
Blue Mountain Lake - PA2450133	Manganese - Total	MAX		0 103		0.111 101	0 103	0.160 101
Fernwood - PA2450134	Manganese - Total	MAX		0 103		0 109		0 109
Hillcrest (Springbrook) - PA2400070	Manganese - Total	MAX	0.000 101	0.000 101	0.000 101	0.000 101	0.000 101	0.000 101
Homesite (Springbrook) - PA2400072	Manganese - Total	MAX	0.030 101	0.030 101	0.020 101	0.020 101	0.020 101	0.020 101
Indian Rocks - PA2640047	Manganese - Total	MAX			0 105			0 105
Lake Spangenberg - PA2350026	Manganese - Total	MAX			0 102			0 102
Lake Winola - PA2660004								
Manwalamink - PA2450049	Manganese - Total	MAX						0.022 102
Manwalamink NS 1 and 2 - PA2450099	Manganese - Total	MAX						0.024 001
Manwalamink NS 3 - PA2450113	Manganese - Total	MAX						0.012 001
Marcel Lake System - PA2520035	Manganese - Total	MAX			0 103			0 103
Mid Monroe District - PA2450119	Manganese - Total	MAX			0.018 105		0 105	0 105
Milford Landing - PA2520085	Manganese - Total	MAX			0 101			0 101
Olwen Heights - PA2350032	Manganese - Total	MAX	0.040 101	0.030 101	0.030 102	0.030 102	0.040 103	0.030 102
Pine Ridge System - PA2520096	Manganese - Total	MAX		0 105		0.052 104	0 105	0.078 104
Pocono System - PA2450063	Manganese - Total	MAX				0.087 104		0.088 104
Saw Creek Estates System - PA2520062	Manganese - Total	MAX	0 104			0 104		0 104
Sutton Hills - PA2400128	Manganese - Total	MAX	0.060 101	0.060 101	0.030 101	0.030 101	0.040 101	0.040 101
Thompson - PA2580026								
Wild Acres System - PA2520034	Manganese - Total	MAX				0 102		0 102

System Description	Analyte Name	Quantified Results	June	July	August	Septemeber	October	November
Bangor System - PA3480038 - Site 100	Manganese - Total	MIN	0.001	0.002	0.001	0.001	0.002	0.004
Bangor System - PA3480038 - Site 100	Manganese - Total	MAX	0.005	0.005	0.002	0.004	0.005	0.006
Bangor System - PA3480038 - Site 100	Manganese - Total	AVERAGE	0.002	0.003	0.002	0.002	0.004	0.005
Blue Mountain District - PA3480055 - Site 101	Manganese - Total	MIN	0.008	0.001	0.006	0.002	0.006	0.005
Blue Mountain District - PA3480055 - Site 101	Manganese - Total	MAX	0.025	0.011	0.011	0.012	0.015	0.015
Blue Mountain District - PA3480055 - Site 101	Manganese - Total	AVERAGE	0.013	0.007	0.008	0.009	0.010	0.010
Brownell - PA2359001 - Site 101	Manganese - Total	MIN	0.000	0.000	0.000	0.000	0.000	0.000
Brownell - PA2359001 - Site 101	Manganese - Total	MAX	0.020	0.021	0.020	0.020	0.030	0.010
Brownell - PA2359001 - Site 101	Manganese - Total	AVERAGE	0.007	0.011	0.006	0.010	0.012	0.004
Ceasetown - PA2409002 - Site 302	Manganese - Total	MIN	0.010	0.008	0.008	0.000	0.004	0.000
Ceasetown - PA2409002 - Site 302	Manganese - Total	MAX	0.023	0.029	0.033	0.049	0.030	0.012
Ceasetown - PA2409002 - Site 302	Manganese - Total	AVERAGE	0.016	0.015	0.019	0.018	0.016	0.007
Crystal Lake - PA2409003 - Site 101	Manganese - Total	MIN	0.000	0.000	0.000	0.000	0.000	0.000
Crystal Lake - PA2409003 - Site 101	Manganese - Total	MAX	0.020	0.040	0.030	0.010	0.010	0.020
Crystal Lake - PA2409003 - Site 101	Manganese - Total	AVERAGE	0.012	0.013	0.007	0.005	0.007	0.004
Fallbrook - PA2359006 - Site 101	Manganese - Total	MIN	0.000	0.000	0.000	0.000	0.000	0.000
Fallbrook - PA2359006 - Site 101	Manganese - Total	MAX	0.020	0.020	0.020	0.020	0.040	0.032
Fallbrook - PA2359006 - Site 101	Manganese - Total	AVERAGE	0.011	0.007	0.010	0.011	0.012	0.012
Forest City - PA2359014 - Site 101	Manganese - Total	MIN	0.010					
Forest City - PA2359014 - Site 101	Manganese - Total	MAX	0.040	OFFLINE	OFFLINE	OFFLINE	OFFLINE	OFFLINE
Forest City - PA2359014 - Site 101	Manganese - Total	AVERAGE	0.026					
Huntsville - PA2409013 - Site 300	Manganese - Total	MIN	0.008	0.001	0.000	0.000	0.008	0.000
Huntsville - PA2409013 - Site 300	Manganese - Total	MAX	0.034	0.030	0.021	0.012	0.084	0.012
Huntsville - PA2409013 - Site 300	Manganese - Total	AVERAGE	0.021	0.011	0.008	0.007	0.027	0.006
Lake Scranton - PA2359008 - Site 101	Manganese - Total	MIN	0.007	0.006	0.006	0.003	0.000	0.001
Lake Scranton - PA2359008 - Site 101	Manganese - Total	MAX	0.049	0.038	0.040	0.028	0.021	0.015
Lake Scranton - PA2359008 - Site 101	Manganese - Total	AVERAGE	0.016	0.016	0.014	0.014	0.007	0.008
Montrose - PA2580023 - Site 101	Manganese - Total	MIN	0.000	0.010	0.010	0.010	0.010	0.010
Montrose - PA2580023 - Site 101	Manganese - Total	MAX	0.020	0.030	0.030	0.040	0.020	0.030
Montrose - PA2580023 - Site 101	Manganese - Total	AVERAGE	0.015	0.016	0.019	0.015	0.012	0.016
Nesbitt - PA2409010 - Site 101	Manganese - Total	MIN	0.009	0.002	0.003	0.001	0.001	0.000
Nesbitt - PA2409010 - Site 101	Manganese - Total	MAX	0.110	0.093	0.048	0.050	0.045	0.042
Nesbitt - PA2409010 - Site 101	Manganese - Total	AVERAGE	0.028	0.026	0.018	0.025	0.022	0.016
Susquehanna - PA2580024 - Site 101	Manganese - Total	MIN	0.000	0.000	0.000	0.000	0.000	0.000
Susquehanna - PA2580024 - Site 101	Manganese - Total	MAX	0.070	0.080	0.070	0.010	0.020	0.030
Susquehanna - PA2580024 - Site 101	Manganese - Total	AVERAGE	0.020	0.036	0.029	0.006	0.007	0.008
Watres - PA2409011 - Site 101	Manganese - Total	MIN	0.001	0.000	0.010	0.000	0.000	0.000
Watres - PA2409011 - Site 101	Manganese - Total	MAX	0.019	0.040	0.046	0.044	0.045	0.034
Watres - PA2409011 - Site 101	Manganese - Total	AVERAGE	0.008	0.016	0.023	0.018	0.015	0.010

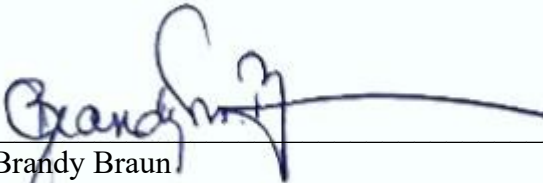
Pennsylvania-American Water Company's Responses to  
Data Request Set 4

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

VERIFICATION

I, BRANDY BRAUN, hereby state that the facts set forth in Pennsylvania-American Water Company's Responses, and accompany exhibits, if any, to the Pennsylvania Public Utility Commission Data Request Set 4, dated December 1, 2025, specifically M-19, are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Dated: December 15, 2025

  
\_\_\_\_\_  
Brandy Braun  
Director – Water Quality & Environmental Compliance  
Pennsylvania-American Water Company

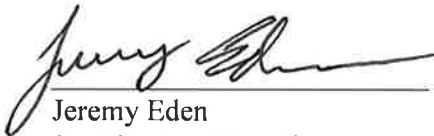
Pennsylvania-American Water Company's Responses to  
Data Request Set 4

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

VERIFICATION

I, JEREMY EDEN, hereby state that the facts set forth in Pennsylvania-American Water Company's Responses, and accompany exhibits, if any, to the Pennsylvania Public Utility Commission Data Request Set 4, dated December 1, 2025, specifically M-20, are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Dated: December 15, 2025

  
\_\_\_\_\_  
Jeremy Eden  
Sr. Director, Operations  
Operations Scranton, NE PA

Pennsylvania-American Water Company's Responses to

Data Request Set 4

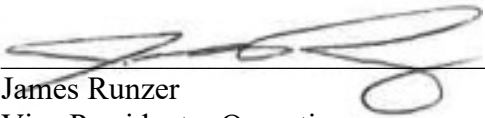
Docket No. M-2024-3051789

Investigation of Quality-of-Service Issues in Pennsylvania-American Water Company's  
Northeastern Service Territory

VERIFICATION

I, JAMES RUNZER, hereby state that the facts set forth in Pennsylvania-American Water Company's Responses, and accompany exhibits, if any, to the Pennsylvania Public Utility Commission Data Request Set 4, dated December 1, 2025, specifically M-21, are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Dated: December 15, 2025

  
\_\_\_\_\_  
James Runzer  
Vice President – Operations  
Pennsylvania-American Water Company