

# PENNSYLVANIA PUBLIC UTILITY COMMISSION

## Formal Complaint to Proposed Rate Increase

*Filing this form will make you a party to a legal proceeding or case.  
If you do not wish to be a party to the case, consider filing a Comment to Proposed Rate Increase.*

**To complete this form, please type or print legibly in ink.**

### 1. **Customer (Complainant) Information (required)**

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you. Failure to provide this information may cause your complaint to be considered as deficient.

Name: Exeter Township Board of Supervisors c/o George Bell, Chairperson

Street/P.O. Box: 4975 DeMoss Road

City: Reading State: PA Zip: 19606

County: Berks

Telephone Number(s) Where We Can Contact You During the Day (**required**):

(610) 779-5660 (work) (484) 637-7031 (mobile)

E-mail Address (**required**): gbell@exetertownship.com

Utility Account Number (from your bill): 1024-210029503017, plus 6 others

**If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.**

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

### 2. **Name of Utility**

Provide the full name of the utility who filed the proposed rate increase about which you are complaining. The name of your utility is on your bill.

PA American Water

### 3. **PUC Case Docket Number**

Provide the Public Utility Commission case docket number (if known). It begins with the letter "R" and contains the year of filing and a 7-digit code, such as R-2014-1234567.

R-2025-3058051 ydd/sec 1/13/2026

**4. Type of Utility Service**

**Check the box listing the type of utility service that is the subject of your complaint (check only one):**

- |                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/> ELECTRIC   | <input type="checkbox"/> STORM WATER  |
| <input type="checkbox"/> GAS        | <input checked="" type="checkbox"/> WASTEWATER/SEWER                          |
| <input type="checkbox"/> WATER      | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance)  |
| <input type="checkbox"/> STEAM HEAT | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |

**5. Reason for Complaint**

Explain why you oppose the company's proposed rate increase. Use additional paper if you need more space.

The Township government is seeing concerns from residents about how they will afford water because the averages from American Water don't align with realistic usage within the community for day-to-day activity. They have stated they will not allow exterior metering for usage to water plants, wash cars, etc. and that filling pools will continue to come with the wastewater charge.

Additionally, residents are receiving shutoff notices wherein they don't have enough time to make payments, make arrangements for payment plans, etc. and are going to community members to borrow money to pay their bills.

We cannot continue to request that our body of residents fight to maintain lower rates when their corporate officers are making million dollar bonuses each year.

In January of 2023, Township citizens experienced significant rate hike. The rate for water went up to \$1.61 per 100 gallons of water used. The wastewater rate was \$2.875 per 100 gallons of water used. In August of 2024, PA American water requested new rates, amongst other things to increase their revenue while presenting to the customer base as improvements. No improvements are seen for customers. At this time, many citizens wrote complaints asking for relief. The final rates that were decided on were \$1.87 per 100 gallons of water used and for water and \$2.95 for wastewater per 100 gallons of water used.

Under the newly requested rates, requested in November of 2025, there is no clear messaging on how rates will change. While digging in the docket, we believe to have found the following increases for water service. The service charge increases from \$18.80 to \$20, and the rate increases from \$1.87 to \$2.30 per 100 gallons of water used. We have also found the following for sewer service. The service charge increases to \$20, and the rate increases to \$3.14 per 100 gallons of water used.

For a family of 2 adults. This would be an average bill, using about 3200 gallons of water per month.

Water:  $32 \times \$2.30 = \$73.60$  + \$20 service charge = \$93.60

Wastewater:  $32 \times \$3.14 = \$100.48$  + \$20 service charge = \$120.48

With no sort of a "deduct meter" for outdoor usage, water used for gardens, car washing, etc. is also calculated into sewage, while it never hits the sewer system.

Upon reading the press release from PA American Water, no water improvements are for Exeter Township. Water increases are unwarranted. There are wastewater replacements, but these are for handling storm water, not the actual wastewater. So, these increases are only to support the shareholders of American water, not to help the customers.

**6. Requested Relief**

How do you want your complaint to be resolved? Use additional paper if you need more space.

Deny the request for a rate increase. Have PA American Water allow exterior metering for usage to water plants, wash cars, etc. and that filling pools will continue to come with the wastewater charge.

## 9. How to File and Receive Service

You should electronically file your Formal Complaint to the Proposed Rate Increase with the Secretary. To do so, establish an account free of charge on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

If you do not electronically file your Formal Complaint to Proposed Rate Increase, mail the completed form (along with any attachments) to the address listed below:

By overnight delivery, certified, priority mail – retain tracking information as proof of submission.

Secretary Pennsylvania Public Utility Commission 400 North Street 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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**Note: Formal Rate Complaints sent by fax or e-mail will not be accepted.**

### Methods of Service by the Commission

You have three options on how you would like to receive all communication from the Commission about your Complaint. By selecting one of the following three options, you are agreeing to receive all hearing notices, orders, and related documents about your Complaint in the manner selected.

#### **Select one of the following options for receiving all communications from the Commission:**

- a. **eFiling:** You agree to open and use an eFiling account – free of charge through the Commission's website. By selecting this method you will be eServed. (This is the best way to receive, file, and submit documents). If you have an existing eFiling account, you will automatically receive eService.

Initial here if you are selecting eFiling: \_\_\_\_\_  
(And create an eFiling account at <http://www.puc.pa.gov/efiling/default.aspx>.)

- b. **Email:** You agree to receive all documents by email (using the email you provided on page 1). Please note that you will only be able to receive documents from the Commission by email and will not be able to file documents by Email or Fax. To submit documents to the Commission you must create an eFiling account accessed at <http://www.puc.pa.gov/efiling/default.aspx> or mail your submissions.

Initial here if you are selecting Email service: GB per email 1/13/2026 ydd/sec

- c. **First Class Mail:** You agree to be served only by First Class Mail (at the address on page 1 of this form).

Initial here if you are selecting First Class Mail service: \_\_\_\_\_

**\*If you do not select one of the three options above and you do not have an eFiling account, the Commission will serve all documents to you by First Class Mail at the address listed on page 1 of this form.**

**If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

**Keep a copy of your Formal Complaint to Proposed Rate Increase for your records.**

7. **Legal Representation**

If you are filing a Formal Complaint to Proposed Rate Increase as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name: J. Chadwick Schnee

Street/P.O. Box: 74 E. Main Street

City: Lititz State: PA Zip: 17543

Area Code/Phone Number: 717-400-5955

E-mail Address: Chadwick@exetertownship.com

**Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.**

8. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint to Proposed Rate Increase **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. **If you do not sign the Formal Complaint to Proposed Rate Increase, the PUC will not accept it.** By filing this Formal Complaint to Proposed Rate Increase, you **will** be a party to the case. If you efile your formal rate complaint, an electronic signature is acceptable.

**Verification:**

*I, George Bell, hereby state that the facts above set forth are true and correct (or 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).*

 \_\_\_\_\_ 1/12/26  
(Signature of Complainant) (Date)

Chairperson, Exeter Township Board of Supervisors  
Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

**Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint to Proposed Rate Increase is not signed by one of these individuals, the PUC will not accept it.**