

Nicholson
PIH Exh. 1

Secretary's Bureau
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120-0225

Re: Comment / Formal Complaint — Pennsylvania American Water Company Rate Increase
Docket Nos. R-2025-3057983 (Water)
R-2025-3058051 (Wastewater)

Dear Pennsylvania Public Utility Commission,

I am present before you today in opposition to Pennsylvania American Water Company's proposed rate increase that would raise water and wastewater service rates beginning in 2026.

I am vehemently opposing the rate increase and would strongly urge you to thoroughly investigate Pennsylvania American Water for fraud and price gouging its customers.

In our family, we are ultra conservative in our use of water. In order to reduce water expense of Pennsylvania America Water, our family resorts to the following measures:

- We do not always flush our toilets – we flush when we poop, but will skip flushing when we urinate (even with three newly low-flow toilets installed.)
- We skip daily showers (against the advisement of our family dermatologist).
- We purchase bottled water to drink from Costco.
- We opt to fill water bottles at work.
- We do not water our lawn or wash our vehicles at home under any circumstance.
- We limit water toys for children in the summer.

The key to the increase is the waste water charge. This is a misleading figure as there is no actual meter that measures waste water in any home.

In addition, in reference to (*Appendix 2*); Pennsylvania American Water billed our residence for 1,245 gallons of water that we did not use.

Our family installed a Moen Flo at the beginning of 2025 (*Appendix 1*) as a preventative measure against water damage in the event of a water line or fixture failure. One of the benefits of the Moen Flo is it allows you to track our usage. Imagine our surprise when we discovered just how much PA American Water was overcharging our usage. The most egregious month was for the billing cycle of October 3rd 2025 – November 5th 2025 when they over charged our usage by 440 gallons of water.

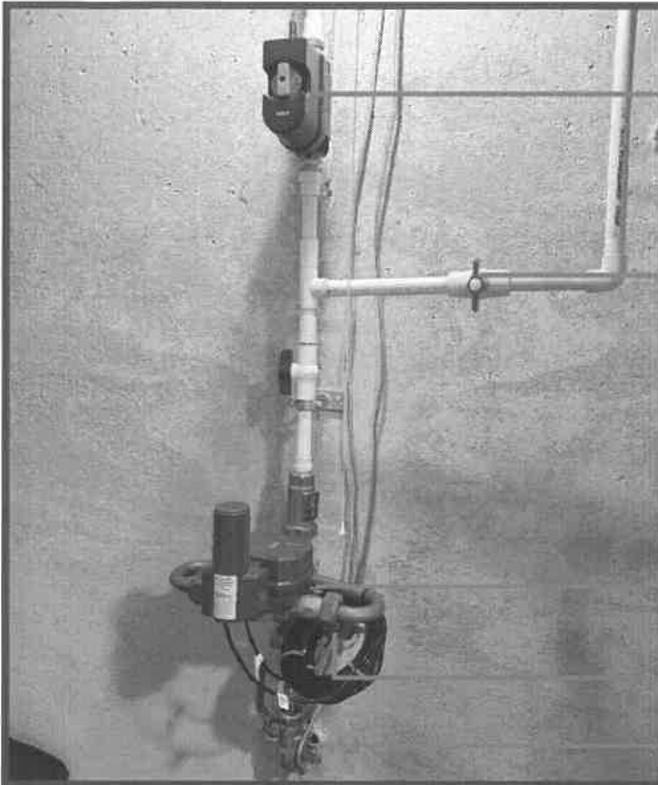
It is my resounding belief that it is the responsibility and duty of the PUC to fully investigate PA American Water's billing practices and reject any rate increase proposed by PA American Water strictly on the basis that that the rate increase will be used to increase profit margins, inflate earnings and raise stock prices fulfilling their fiduciary responsibility to their shareholders. Profitability is their only concern, greed is their only motive.

It's time for the PUC and elected officials to act with the interest of the people they are intended to represent, the constituent, the consumer not the special interest.

I thank you for your time,

Christopher W. Nicholson
102 Milbury Road
Coatesville, PA 19320
chriswnicholson@gmail.com
(989) 430-9104
Date: 1/28/2025

APPENDIX 1: Overview of installation



Moen Flo

Lawn Irrigation System

* Was not operational at purchase of home, has never been opened or operated. The shutoff is in the off position; no water is flowing to the irrigation system.

Pennsylvania American Water Water Meter

Pressure Reducing Valve

Water Shutoff



23 Inches from Pennsylvania American water meter to Moen Flo with no significant appliances in between to create any variance in water reading.

APPENDIX 2: Pennsylvania American Water Billing vs. Actual Use



PENNSYLVANIA AMERICAN WATER
WE KEEP LIFE FLOWING™

Service Address:
CHRISTINE NICHOLSON
102 MILBURY RD
EAST FALLOWFIELD, PA 19320-5603

THANK YOU FOR BEING OUR CUSTOMER

Page 1 of 5
051005091302

Statement

Account No. _____

Total Amount Due: \$101.43

Payment Due By: March 31, 2025

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: March 07, 2025
Service Period: Feb 06 to Mar 05 (28 Days)
Total Gallons: 1,400



Pennsylvania American Water Total Gallons: 1,400
Moen Flo Total Gallons: 1,396
Variance in Total Gallons: 4



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102 MILBURY RD
EAST FALLOWFIELD, PA 19320-5603

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Page 1 of 5
051005091302

Statement

Account No. _____

Total Amount Due: \$111.20

Payment Due By: April 30, 2025

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: April 08, 2025
Service Period: Mar 06 to Apr 03 (29 Days)
Total Gallons: 1,600



Pennsylvania American Water Total Gallons: 1,600
Moen Flo Total Gallons: 1,475
Variance in Total Gallons: 125



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102 MILBURY RD
EAST FALLOWFIELD, PA 19320-5603

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Page 1 of 5
077904.8409

Statement

Account No. _____

Total Amount Due: \$125.70

Payment Due By: May 29, 2025

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: May 07, 2025
Service Period: Apr 04 to May 05 (32 Days)
Total Gallons: 1,900



Pennsylvania American Water Total Gallons: 1,900
Moen Flo Total Gallons: 1,804
Variance in Total Gallons: 96



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Service Address: CHRISTINE NICHOLSON 102 MILBURY RD EAST FALLOWFIELD, PA 19320-5603

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Page 1 of 5 6272646752

Statement

Account No. Total Amount Due: \$106.36 Payment Due By: June 30, 2025 Billing Date: June 06, 2025 Service Period: May 06 to Jun 04 (30 Days) Total Gallons: 1,500



Pennsylvania American Water Total Gallons: 1,500 Moen Flo Total Gallons: 1,430 Variance in Total Gallons: 70



PENNSYLVANIA AMERICAN WATER

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Service Address: CHRISTINE NICHOLSON 102 MILBURY RD EAST FALLOWFIELD, PA 19320-5603

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Page 1 of 5 6367622075

Statement

Account No. Total Amount Due: \$106.27 Payment Due By: July 30, 2025 Billing Date: July 08, 2025 Service Period: Jun 05 to Jul 03 (29 Days) Total Gallons: 1,500



Pennsylvania American Water Total Gallons: 1,500 Moen Flo Total Gallons: 1,403 Variance in Total Gallons: 97



PENNSYLVANIA AMERICAN WATER

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Service Address: CHRISTINE NICHOLSON 102 MILBURY RD EAST FALLOWFIELD, PA 19320-5603

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Page 1 of 5 6272646752

Statement

Account No. Total Amount Due: \$106.27 Payment Due By: August 29, 2025 Billing Date: August 07, 2025 Service Period: Jul 04 to Aug 05 (33 Days) Total Gallons: 1,500



Pennsylvania American Water Total Gallons: 1,500 Moen Flo Total Gallons: 1,500 Variance in Total Gallons: 0



PENNSYLVANIA AMERICAN WATER

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Service Address: CHRISTINE NICHOLSON 102 MILBURY RD EAST FALLOWFIELD, PA 19320-5603

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Page 1 of 5 023/7602102

Statement

Account No. Total Amount Due: \$111.10 Payment Due By: September 30, 2025 Billing Date: September 08, 2025 Service Period: Aug 06 to Sep 04 (30 Days) Total Gallons: 1,600

Pennsylvania American Water Total Gallons: 1,600 Moen Flo Total Gallons: 1,467 Variance in Total Gallons: 133



PENNSYLVANIA AMERICAN WATER

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Service Address: CHRISTINE NICHOLSON 102 MILBURY RD EAST FALLOWFIELD, PA 19320-5603

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Page 1 of 5 023/7602102

Statement

Account No. Total Amount Due: \$111.34 Payment Due By: October 28, 2025 Billing Date: October 06, 2025 Service Period: Sep 05 to Oct 02 (28 Days) Total Gallons: 1,600

Pennsylvania American Water Total Gallons: 1,600 Moen Flo Total Gallons: 1,530 Variance in Total Gallons: 70



PENNSYLVANIA AMERICAN WATER

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Service Address: CHRISTINE NICHOLSON 102 MILBURY RD EAST FALLOWFIELD, PA 19320-5603

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Page 1 of 5 01/10/201429

Statement

Account No. Total Amount Due: \$154.90 Payment Due By: December 1, 2025 Billing Date: November 07, 2025 Service Period: Oct 03 to Nov 05 (34 Days) Total Gallons: 2,500

Pennsylvania American Water Total Gallons: 2,500 Moen Flo Total Gallons: 2,060 Variance in Total Gallons: 440





PENNSYLVANIA
AMERICAN WATER

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Service Address:
CHRISTINE NICHOLSON
102 MILBURY RD
EAST FALLOWFIELD, PA 19320-5603

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Page 1 of 5
66475732629

Statement

Account No

Total Amount Due: **\$112.04**

Payment Due By: **January 29, 2026**

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: January 07, 2026
 Service Period: Dec 04 to Jan 05 (33 Days)
 Total Gallons: 1,600

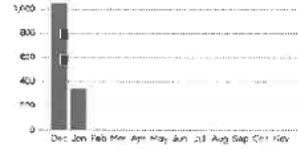
Water Usage

102 Milbury
3rd Water Shutoff

Today

D W M Y Custom

Dec 4, 2025 - Jan 5, 2026



1390 gal. spent

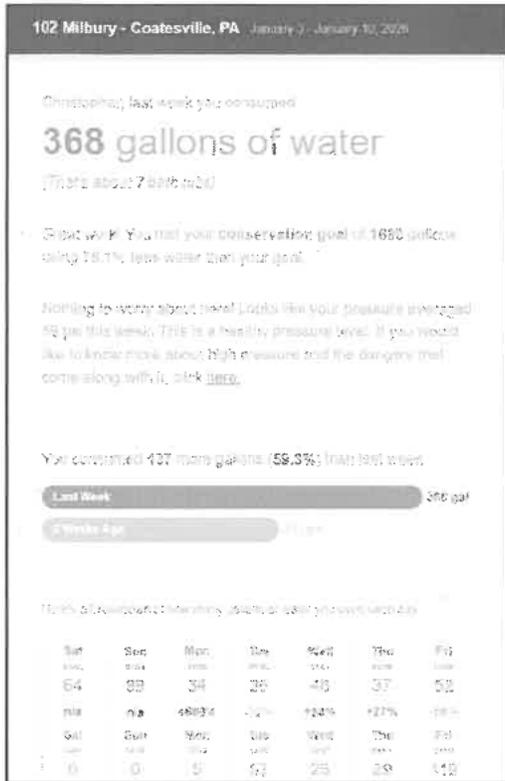
Pennsylvania American Water Total Gallons: 1,600

Moen Flo Total Gallons: 1,390

Variance in Total Gallons: 210

APPENDIX 3: Data and Conclusions

DATA



The Moen Flo provides a weekly review of water usage. The review communicates our water usage as compared to the week prior and even communicates the PSI of the home to ensure the pressure reducing valve is working properly. This assessment is used to inform us of our water consumption and how we are meeting our water conservation goals.



The Moen Flo issues SMS text messages at the conclusion of micro-leak tests to confirm the home is micro-leak free (This is designed to catch small issues like faulty toilets or dripping sinks).

In the event of a perceived leak, the homeowner is notified via push notification and traditional call.

CONCLUSIONS

- 1) Pennsylvania American Water overcharged our home by 1,245 gallons of water.
- 2) Of the 9 months in Appendix 3, Pennsylvania American Water overcharged 9 of the 10 months billed.
- 3) Of the 10 months in Appendix 3, on 4 separate occasions Pennsylvania American Water over charged by more than 100 gallons of water.
- 4) For the billing cycle of October 3rd - November 5th, Pennsylvania American Water over billed 440 gallons of water.