

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
PATRECE GLENN, :
Complainant, : Docket No.:
vs. : F-2025-3054690
AQUA PENNSYLVANIA INC., :
Respondent. :
-----*

Pages 53 through 78 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
801 Market Street,
Philadelphia, PA 19107

Tuesday, January 20, 2026
Met, pursuant to notice, at 10:12 a.m.

BEFORE: THE HONORABLE MARTA GUHL
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2025-3054690
Hearing Date: January 20, 2026

EXHIBITS INDEX

NUMBER		IN EVIDENCE
AQUA PENNSYLVANIA INC.:		
1	(Tariff information)	72
2	(12/5/25 and 1/6/26 bills)	72

Docket No. F-2025-3054690

Patrece Glenn v. Aqua Pennsylvania, Inc.

The Hon. Marta Guhl

Hearing Date: Tuesday, January 20, 2026 at 10:00 AM

Call-In Hearing No.: 866.675.3641; PIN: 37082098

PROPOSED EXHIBITS OF AQUA PA

1. Relevant Tariff Provisions
2. Issued Monthly Bills



AQUA PENNSYLVANIA, INC.
(hereinafter referred to as the "Company")

RATES, RULES, AND REGULATIONS
GOVERNING THE DISTRIBUTION AND SALE OF
WATER SERVICE
IN PORTIONS OF

ADAMS, BERKS, BRADFORD, BUCKS, CARBON, CHESTER, CLARION, CLEARFIELD,
COLUMBIA, CRAWFORD, CUMBERLAND, DELAWARE, FOREST, JUNIATA,
LACKAWANNA, LAWRENCE, LEHIGH, LUZERNE, MERCER, MCKEAN, MONROE,
MONTGOMERY, NORTHHAMPTON, NORTHUMBERLAND, PIKE, SCHUYLKILL,
SUSQUEHANNA, SNYDER, VENANGO, WARREN, WAYNE, AND WYOMING COUNTIES

IN THE COMMONWEALTH OF PENNSYLVANIA

ISSUED: December 17, 2025

EFFECTIVE: January 1, 2026

By:

Marc Lucca, President
Aqua Pennsylvania, Inc.
762 Lancaster Avenue
Bryn Mawr, Pennsylvania 19010

NOTICE

THIS TARIFF DECREASES THE STATE TAX ADJUSTMENT SURCHARGE.

DESCRIPTION OF TERRITORIES SERVED

RATE ZONE 1 – MAIN DIVISION – All territories subject to Rate Zone 1 rates unless otherwise noted

Adams County

The Townships of Mount Joy and Cumberland

Berks County

The Townships of Bern, Centre, Cumru (portion), Marion, Robeson, and Union

Bradford County

The Boroughs of Athens, Sayre, and South Waverly and the Township of Athens

Bucks County

The Borough of Bristol and the Townships of Bensalem, Bristol, Chalfont, Lower Southampton, New Britain, Solebury, and Upper Southampton

Carbon County

The Township of Kidder

Chester County

The Boroughs of Malvern and West Chester and the Townships of Birmingham, Caln, Charlestown, East Bradford, East Brandywine, East Caln, East Fallowfield, East Goshen, East Marlborough, East Nantmeal, East Whiteland, Easttown, Franklin, Honey Brook, Newlin, Pennsbury, Pocopson, Schuylkill, Thornbury, Tredyffrin, Upper Uwchlan, Uwchlan, Wallace, West Bradford, West Brandywine, West Goshen, West Pikeland, West Vincent, West Whiteland, Westtown, and Willistown

Clarion County

The Township of Richland

Columbia County

The Borough of Centralia and the Township of Mifflin

Cumberland County

The Townships of Monroe and South Middleton

Delaware County

The Boroughs of Aldan, Chester Heights, Clifton Heights, Collingdale, Colwyn, Darby, East Lansdowne, Eddystone, Folcroft, Glenolden, Landowne, Media, Middletown, Millbourne, Morton, Norwood, Prospect Park, Ridley Park, Rose Valley, Rutledge, Sharon Hill, Swarthmore, and Yeadon and the Townships of Aston, Darby, Edgemont, Haverford, Marple, Nether Providence, Newtown, Radnor, Ridley, Springfield, Thornbury, Tinicum, Upper Darby, and Upper Providence

Forest County

The Township of Jenks

Juniata County

The Township of Delaware

SCHEDULE OF RATES

METERED AND UNMETERED SERVICE CHARGE

The rates under this schedule apply to all customer classes in the territories served subject to the Rate Zones as noted in the Description of Territories Served section under this tariff unless otherwise specifically identified below.

MONTHLY SERVICE CHARGE

Customer Charge (\$)	Rate Zone 1 & 2	Rate Zone 3	Bunker Hill Division	Phoenixville Division
Fixed (per Customer)				
<u>Meter Size:</u>				
5/8 inch	\$ 22.40	\$ 32.40	\$ 17.70	\$ 7.35
3/4 inch	38.40	32.40		7.40
1 inch	65.30	65.30		14.90
1-1/2 inch	125.80	125.80		26.00
2 inch	179.10	179.10		55.50
3 inch	359.00	359.00		92.60
4 inch	585.00	585.00		185.00
6 inch	1,207.00	1,207.00		296.00
8 inch	2,112.00	2,112.00		629.00
10 inch	3,121.00	3,121.00		
12 inch	3,780.00	3,780.00		
Unmetered Charge	\$ 90.86	\$ 90.86		
Special Unmetered Charges				
Belle Aire Acres Division	\$ 70.65			

SCHEDULE OF RATES

CONSUMPTION CHARGE - RESIDENTIAL

The rates under this schedule apply to all metered customers for water consumed per 1,000 gallons unless otherwise specifically identified below.

MONTHLY CONSUMPTION CHARGE

	Rate Zones 1 & 2	Rate Zone 3	Other
Residential			
Up to 2,000 Gallons	\$ 16.246		
Over 2,000 Gallons	19.233		
Up to 4,000 Gallons		\$ 15.105	
Over 4,000 Gallons		19.233	
<u>Consumption Charge Exceptions:</u>			
Rate per 1,000 gallons:			
Beech Mountain Lake	\$ 10.379		
Bristol Township	14.454		
Concord Park	16.246		
Sun Valley	8.900		
Treasure Lake	15.513		
Belle Aire			
Up to 2,000 Gallons	11.500		
Over 2,000 Gallons	13.500		
Shenandoah			
Up to 2,000 Gallons	12.452		
Over 2,000 Gallons	14.743		
Bunker Hill			\$ 9.990
Phoenixville			
Up to 333,300 Gallons			\$ 6.660
Next 1,333,400 Gallons			\$ 5.439
Over 1,666,700 Gallons			\$ 4.440

RULES AND REGULATIONS**BILLING AND PAYMENT**

11. Methods of Payment: Bills are payable by mail, by direct debit, in person at any authorized pay agency or as otherwise authorized by the Company. Amounts due for services must be made in one of the following formats: cash at a valid payment center, credit card, debit card, atm card, or personal check, business check, or money order issued by a properly licensed financial institution, or other commercially acceptable form of payment as determined by the Company.

12. Landlord Assumption of Responsibility: If an Applicant for service, who is a landlord, assumes responsibility for rates and charges related to water or wastewater service provided to tenants and is billed for such service, the landlord must assume responsibility and be billed for both water and wastewater service, if such service is provided or billed by the Company.

13. Bills and Billing History: Bills based on estimated water use shall be subject to review upon the Customer's request and submission by the Customer of information as to unusual water use. In all other cases, billing shall be made as soon as practicable after the reading of respective meters. In the case of fire hydrants, bills will be rendered for each applicable period. Where a Customer receives water service during a period when a water meter is not installed at the Property, the Company may issue the Customer a bill based on the estimated usage for that period. A Customer may obtain from the Company, at no charge to the Customer, the billing history for up to ten accounts per year in the name of the Customer, provided that the Customer submits a written request for such information directly to the Company. Additional requests will be processed subject to the Company's right to charge the Customer its incremental costs of providing such billing histories.

14. Delinquent Bills: If a rendered bill remains unpaid for a period of 20 days for residential Customers and 15 days for non-residential Customers, it shall be classified as delinquent. However, if the last day of such period falls on a Saturday, Sunday, a holiday or day when the Company's offices are closed, the delinquency date shall be the next succeeding business day. Payments by mail will be deemed made on the date of the postmark. Payments to the Company drop box or authorized payment agent will be deemed received when paid at that location. Service may be terminated for non-payment of bills in accordance with the Commission's regulations. If service is thus terminated it will not be restored until all outstanding charges provided by the Commission's regulations and the tariff of the Company are paid or satisfactory arrangements are entered for payment. If a dispute of a water bill has arisen as defined in the Commission's regulations, the Customer is responsible for paying the undisputed portion of such bill and termination of service may occur if the undisputed billings become delinquent.

15. Late Payment Charge: If payment has not been received by the Company for five days after the bill has been classified as delinquent, a late charge (penalty) of 1.50% will be applied to the account and such late charge (penalty) will be calculated every thirty days thereafter only on the overdue portion of the bill excluding previous late charges (penalties), and in no event shall the late charge (penalty) exceed more than 18% annually (simple interest).

RULES AND REGULATIONS**BILLING AND PAYMENT (cont'd)**

16. Return Check and Return Electronic Payment Charge: The Customer will be responsible for the payment of a charge of \$20.00 per incident where a check or electronic payment, which has been presented to the Company for payment of any bill, is returned by the bank for any reason including, but not limited to, non-sufficient funds, account closed, payment stopped, two signatures required, postdated, stale date, account garnished, no account, drawn against uncollected funds, balance held, and unauthorized signature. This charge is in addition to any and all charges assessed against the Customer by the bank. If a Customer's account shows a history of submitting payments that have been returned for insufficient funds or any other reason outlined above, the Company may require turn-on charges to be paid by cash, certified check, money order, or credit card or service may be terminated without additional notice in accordance with Commission regulations.

17. Turn-on Charge: When service has been terminated to any premise because of violation of the Company's Rules and Regulations or at the Customer's request, a charge of fifty dollars (\$50.00) payable in advance will be made for restoration of service. If the Company incurs out of the ordinary expense to affect termination of service for non-payment of bills or due to lack of access to the Company's facilities, or for restoration of service outside of normal business hours, the Customer must reimburse the Company for those expenses in addition to the \$50.00 turn-on charge prior to service reconnection. This charge applies to new Customers only when service is required to be physically restored to the Premise. If the Company terminates water service for an emergency purpose, no turn-on fee will be applied to restore service. This charge applies to new Customers who require service to be physically restored to the Premise.

18. Turn-off at Customer's Request: Customers desiring to avoid payment for water service during periods when Properties are vacant or during extended absences shall give notice in writing at the office of the Company requesting the water to be shut off. A turn-on charge as set forth in Rule 17 shall be applied to the Customer's account when the Customer requests restoration of water service. If a minimum charge or Customer charge for water use is applicable, the bill will be based on the proportion that the period when water service was available bears to the entire period on which such minimum charge or Customer charge is based. Metered consumption in excess of such adjusted minimum shall be billed at normal rates.



Service To:
PATRECE GLENN
1206 CALCON DR
SHARON HILL, PA 19079-2405

Account Number
 [REDACTED]
 MAIN DIVISION
 1101010 PWSID # PA1460073

Aqua Pennsylvania, Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
Aquawater.com

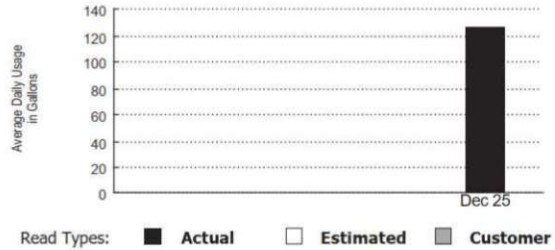
Questions about your water service? Contact us before the due date.
 Bill Date **December 05, 2025** Total Amount Due **\$ 147.20** Current Charges Due Date **December 29, 2025**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	17099728	5/8	12/03/25	33	Actual	398700	4,200	Gallons
			10/31/25		Actual	394500		
Average Daily Usage = 127 Gallons			Total Days: 33		Total Usage:		4,200	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 401.28	
Total Payments Received	0.00	
Remaining Balance	401.28	
Adjustments	401.28	Credit
Customer Charge	22.40	
2,000 gallons @ \$0.016246 per gallon	32.49	
Next 2,200 gallons @ \$0.019233 per gallon	42.31	
Total Water Charges	97.20	
Turn on Charge	50.00	
Amount Due	\$ 147.20	

Water Usage History



Message Center (see reverse side for other information)

- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the WaterSmart Alerts button at www.aquawater.com.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

RETURN THIS PORTION WITH YOUR PAYMENT



Aqua Pennsylvania, Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

MAKE CHECK PAYABLE TO:
Aqua PA

Account Number
 [REDACTED]

Please do not remit payment to the above address

DUE DATE
12/29/2025

TOTAL AMOUNT DUE
\$147.20

Cyc=10S4 1up=6128870

Seq=55911

Amount Enclosed \$.



PATRECE GLENN
 PO BOX 127
 SHARON HILL PA 19079-0127

AQUA PENNSYLVANIA
 PO BOX 70279
 PHILADELPHIA PA 19176-0279



Questions About Your Bill?

Toll Free: 877.987.2782

Fax: 866.780.8292

Aquawater.com

If you have a billing question or complaint, call or write to us before the due date on your bill. When writing, please use a separate piece of paper and include your name, address and account number. Notes written on the bill may delay processing of your payment. Our customer service address is listed on the front of the bill. You may also contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Please notify our office immediately upon change of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified.

If your bill is based on zero usage, there may be a problem with your meter reading equipment. If there is a problem with your meter reading equipment, you will be responsible for the water usage or leakage not reported on this bill. Please call customer service if you have any questions or to have your meter reading equipment serviced.

Please visit Aquawater.com for Rules and Regulations governing your service, including topics like your responsibility for the customer service line, curb box and meter box/vault.

Explanation Of Terms

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Charge: This charge covers the cost of having water service available, including operations, maintenance, meter reading, and other necessary services that are not covered under the consumption charge. It is billed whether or not you use any water.

Customer Read: Meter reading obtained from our customer.

Distribution System Improvement Charge (DSIC): The DSIC is a percentage charge that is applied to the bill. The charge covers costs associated with replacing aging distribution system facilities, such as water mains, service lines, meters, valves, fire hydrants, etc.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling customer service with that reading. Note: revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty of 1.25 percent on unpaid balances, not to exceed 18 percent yearly.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Minimum Charge: This charge includes a water allowance, plus the cost of having water service available, including operations, maintenance, meter reading, and other necessary services that are not covered under the consumption charge. It is billed whether or not you use any water.

Payment Methods: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to Aqua Pennsylvania: PO Box 70279, Philadelphia, PA 19176-0279. **Do not send cash.**

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906. Customers with bank accounts may also pay through their bank. Call customer service or your bank for details.

In Person: Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Pennsylvania's service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday. Please call us or visit Aquawater.com to find the Western Union location closest to you.

Aqua E-billing: Switch to paperless billing today. Enjoy the convenience of viewing and paying your bill online. Visit us at Aquawater.com to sign up today!

Payment Terms: You should pay your bill on or before the due date.

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

State Tax Adjustment Surcharge (STAS): This is a charge for certain tax changes, which the Pennsylvania Public Utility Commission allows the company to recover.

Ways to Pay Your Bill

Aqua ePortal

You can cut the clutter of a paper bill and we will notify you by email when your bill is available. It's simple, secure and no additional fees.

Register for Aqua's ePortal today and avoid processing fees for ACH payments.

Visit www.aquaeportal.com to enroll today.

Mail Payments

You can mail payments to this address:

Aqua

P.O. Box 70279 Philadelphia,
PA 19176-0279



(Scan with smartphone)

Speedpay, an ACI Worldwide Company

Please note: Speedpay charges a \$1.95 processing fee for each transaction.

By Phone: using a credit card (American Express, Visa, Mastercard or Discover) or by check by calling Speedpay toll free at 866.269.2906.

Online: At <https://internet.speedpay.com/aqua>

By Text: Customers can enroll with pay by text through the Aqua ePortal.



Service To:
PATRECE GLENN
1206 CALCON DR
SHARON HILL, PA 19079-2405

Account Number
 [REDACTED]
 MAIN DIVISION
 1101010 PWSID # PA1460073

Aqua Pennsylvania, Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
Aquawater.com

Questions about your water service? Contact us before the due date.

Bill Date **January 09, 2026** Total Amount Due **\$ 234.69** Current Charges Due Date **February 02, 2026**

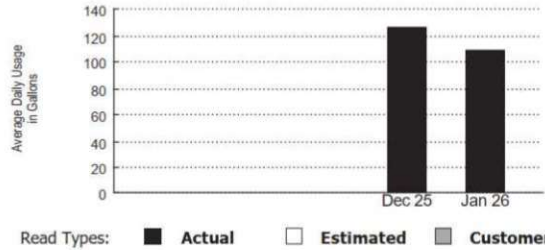
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
17099728	5/8	01/06/26	34	Actual	402400	3,700	Gallons
		12/03/25		Actual	398700		
Average Daily Usage = 108 Gallons		Total Days: 34		Total Usage:		3,700	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 147.20	
Total Payments Received	0.00	
Remaining Balance	147.20	
Customer Charge	22.40	
2,000 gallons @ \$0.016246 per gallon.....	32.49	
Next 1,700 gallons @ \$0.019233 per gallon.....	32.70	
Total Water Charges	87.59	
State Tax Adjustment Surcharge - Water	0.10	Credit
Amount Due.....	\$ 234.69	

Water Usage History



Message Center (see reverse side for other information)

- Effective January 1, 2026, the allowable water State Tax Adjustment Surcharge (STAS) is -0.11%.
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the WaterSmart Alerts button at www.aquawater.com.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

RETURN THIS PORTION WITH YOUR PAYMENT



Aqua Pennsylvania, Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

MAKE CHECK PAYABLE TO:
Aqua PA

Account Number
 [REDACTED]

Please do not remit payment to the above address

DUE DATE
02/02/2026

TOTAL AMOUNT DUE
\$234.69

Cyc=10S4 1up=6193555

Seq=48213

Amount Enclosed \$.



PATRECE GLENN
 PO BOX 127
 SHARON HILL PA 19079-0127

AQUA PENNSYLVANIA
 PO BOX 70279
 PHILADELPHIA PA 19176-0279



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Fax: 866.780.8292

Aquawater.com

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Register for Aqua's ePortal today and avoid processing fees for ACH payments.

Visit www.aquaeportal.com to enroll today.

Mail Payments

You can mail payments to this address:

Aqua

P.O. Box 70279 Philadelphia,
PA 19176-0279



(Scan with smartphone)

Speedpay, an ACI Worldwide Company

Please note: Speedpay charges a \$1.95 processing fee for each transaction.

By Phone: using a credit card (American Express, Visa, Mastercard or Discover) or by check by calling Speedpay toll free at 866.269.2906.

Online: At <https://internet.speedpay.com/aqua>

By Text: Customers can enroll with pay by text through the Aqua ePortal.