



**SIXTH COMBINED STATUS REPORT TO THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

VENANGO WATER COMPANY,  
SUGAR CREEK WATER COMPANY,  
WEST HICKORY WATER COMPANY,  
PLUMER WATER COMPANY,  
FRYBURG WATER COMPANY, AND  
COOPERSTOWN WATER COMPANY

AQUA PENNSYLVANIA, INC., AS RECEIVER

AND

BLANE E. RHODES SEWER COMPANY

AQUA PENNSYLVANIA WASTEWATER, INC., AS RECEIVER

DOCKET NO. M-2023-3042180

DOCKET NO. I-2023-3042312

DOCKET NO. P-2024-3045205

**Dated: March 30, 2026**

## A. BACKGROUND

On August 11, 2023, the Pennsylvania Public Utility Commission (“PUC” or the “Commission”) issued an Ex Parte Emergency Order at Docket No. M-2023-3042180 (“VWC Receivership Order”) naming Aqua Pennsylvania, Inc. (“AP”) as Receiver for the Venango Water Company (“VWC”).<sup>1</sup> The VWC system serves approximately 215 customers and is comprised of two spring sources (Bellows and Shaffer Springs), one storage tank, and approximately 7 miles of mains. The VWC Receivership Order was ratified by the Commission through its Ratification Order entered on August 24, 2023 (“Venango 529 Proceeding”).<sup>2</sup> AP was directed to assume its Receivership role on August 12, 2023.

AP was informed by the Rhodes family that they intended to cease providing operations service to the remaining systems owned by the Blaine Edwin Rhodes Estate effective December 31, 2023.<sup>3</sup> AP was subsequently informed that the Rhodes family intended to continue its current operations until a resolution can be reached. On January 3, 2024, the Commission’s Bureau of Investigation and Enforcement (“I&E”) filed a Petition requesting the Commission open a 529 proceeding regarding the Rhodes Utilities.<sup>4</sup> On February 15, 2024, I&E filed a Petition to Consolidate the Venango 529 Proceeding with the Rhodes Utilities 529 Proceeding. On March 20, 2024, Deputy Chief Administrative Law Judge (“ALJ”) Mark J. Hoyer issued the First Interim Order Amending Caption and Consolidating the Section 529 Investigations Of Venango Water Company, Sugar Creek Water Company, West Hickory Water Company, Plumer Water Company, Fryburg Water Company, Cooperstown Water Company, And Blane E. Rhodes Sewer Company, And Ordering Notice To Be Provided To All Customers Of These Utilities Of The Initiation Of A Section 529 Investigation Proceeding In The Same Manner As A Proposed General Rate Increase And Ordering These Utilities To Preserve Records.<sup>5</sup> ALJ Hoyer’s First Interim Order consolidated the Venango 529 Proceeding and the Venango 529 Proceeding and the Rhodes Utilities 529 Proceeding.

In accordance with the First Interim Order, AP provided notice of the Venango 529 Proceeding and the Rhodes Utilities 529 Proceeding in VWC customer bills that were sent on March 29, 2024.

On September 11, 2024, AP filed a Motion to Suspend the Procedural Schedule or Alternatively Grant an Extension of the Procedural Schedule (“Aqua Motion”) due to the Petition filed to remove the executrix of the Estate of Blaine Edwin Rhodes, which could interfere with any discussions regarding the transfer of the Rhodes Utilities.

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<sup>1</sup> In re: Venango Water Company, Docket No. M-2023-3042180, Ex Parte Emergency Order, Ordering Paragraph No. 4 (August 11, 2023) (hereinafter “VWC Receivership Order”).

<sup>2</sup> Id., Order (August 24, 2023).

<sup>3</sup> In addition to VWC, systems owned by the Blaine Edwin Rhodes Estate include Sugar Creek Water Company, West Hickory Water Company, Plumer Water Company, Fryburg Water Company, Cooperstown Water Company, and Blaine E. Rhodes Sewer Company (together with VWC, the “Rhodes Utilities”).

<sup>4</sup> See Pa. Pub. Util. Comm’n v. The Blaine Edwin Rhodes Estate, Docket No. P-2024-3045205 (Jan. 3, 2024) (hereinafter “Rhodes Utilities 529 Proceeding”).

<sup>5</sup> Venango Water Company – Ex Parte Emergency Order Naming Aqua Pennsylvania, Inc. as Receiver; Section 529 Investigation of Venango Water Company; Section 529 Investigation of Sugar Creek Water Company, West Hickory Water Company, Plumer Water Company, Fryburg Water Company, Cooperstown Water Company and Blaine E. Rhodes Sewer Company, Docket Nos. M-2023-3042180, I-2023-3042312, and P-2024-3045205 (March 20, 2024). (hereinafter “First Interim Order”).

By email to the parties to this proceeding on September 23, 2024, Deputy Chief ALJ Hoyer stated that an interim order would be issued suspending the rebuttal and surrebuttal testimony dates, but keeping the hearing dates for a further prehearing conference.

On September 26, 2024, counsel for the Blaine Edwin Rhodes Estate transmitted a letter dated September 25, 2024, received from counsel for the officers and employees of the Rhodes Utilities which indicated that the Petition to remove the executrix was withdrawn and that the officers and employees would be resigning their positions in the Rhodes Utilities effective October 31, 2024. A further Prehearing Conference was held on October 7, 2024, where discussion was held on AP's Motion and how the September 25, 2024 letter would impact the proceedings and operations.

On October 8, 2024, the Office of Consumer Advocate and I&E filed a Joint Petition for Issuance of an Interim Emergency Order On An Expedited Basis requesting that because the Rhodes Utilities would not have an operator as of October 31, 2024, that AP should be named as Receiver for remaining Rhodes Utilities ("Emergency Petition"). On October 11, 2024, AP and Aqua Pennsylvania Wastewater, Inc. ("APW") (together AP and APW shall be referred to as "Aqua" or the "Company"), filed an Answer to the Emergency Petition agreeing to act as Receiver for the remaining Rhodes Utilities.

Deputy Chief ALJ Hoyer convened an evidentiary hearing on October 15, 2024 whereby the parties entered a Joint Stipulation of Facts which included certain statements of direct testimony previously filed in the proceeding. Deputy Chief ALJ Hoyer thereafter issued an Order Granting Petition for Issuance of an Interim Emergency Order on an Expedited Basis and Certifying Material Question to the Commission which certified the question that AP be named as Receiver of Sugar creek Water Company, West Hickory Water Company, Plumer Water Company, Fryburg Water Company, and Cooperstown Water Company, and named APW as Receiver for Blaine E. Rhodes Sewer Company ("Rhodes Utilities Receivership Order"). The Commission then entered an Opinion and Order on October 30, 2024 which, among other things, concluded that the question certified by Deputy Chief ALJ Hoyer was properly before the Commission, the Commission answered the material question in the affirmative naming AP and APW as Receiver, and for AP and APW to begin their Receivership duties for the remaining Rhodes Utilities on October 31, 2024. On March 13, 2025, Deputy Chief ALJ Hoyer issued a Second Interim Order re-establishing a litigation schedule for the Rhodes Utilities 529 Proceeding.

Included within the Commission's VWC Receivership Order, AP was directed to "[s]ubmit an initial status report to the Commission within 60 days of assuming operations and then quarterly thereafter to detail any relevant updates pursuant to duties and responsibilities assigned through receivership."<sup>6</sup> AP submitted its Initial Status Report on October 11, 2023. AP submitted its Second Status Report on January 9, 2024. Aqua submitted its Third Status Report on April 8, 2024. AP submitted its Fourth Status Report on July 8, 2024. AP submitted its Fifth Status Report on October 7, 2024.

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<sup>6</sup> Id. Ordering Paragraph No. 4, Appendix A, Paragraph 1.o.

In the Rhodes Utilities Receivership Order, AP and APW were directed to “[s]ubmit an initial status report to the Commission within 60 days of assuming operations and then quarterly thereafter to detail any relevant updates.”<sup>7</sup>

As the timing of the Rhodes Utilities Initial Status Report and Sixth Status Report on VWC were to be submitted close in time, AP and APW submitted a First Combined Status Report on the Rhodes Utilities, which includes Venango Water Company, Sugarcreek Water Company, West Hickory Water Company, Plumer Water Company, Fryburg Water Company, Cooperstown Water Company, and Blaine E. Rhodes Sewer Company on December 30, 2024. Aqua submitted its Second Combined Status Report on March 31, 2025. Aqua submitted its Third Combined Status Report on June 30, 2025. Aqua submitted its Fourth Combined Status Report on September 30, 2025. Aqua submitted its Fifth Combined Status Report on February 2, 2026.

Aqua now submits its Sixth Combined Status Report (“Status Report”) for the Rhodes Utilities.

## **B. SIXTH COMBINED STATUS REPORT**

### **1. Financial**

#### **a. Venango Water Company**

The VWC Receivership Order directed AP to establish the financial position of VWC at the time AP assumed its Receivership role.<sup>8</sup> AP is working to establish the financial position of VWC as of the start of Aqua’s Receivership. VWC has previously submitted Class C Annual Reports to the Commission which include financial and operational data available on the Commission’s website.<sup>9</sup> AP will continue to track expenses and capital improvements related to the VWC system through deferred accounting treatment via establishment of a regulatory asset in accordance with AP’s Receivership duties.<sup>10</sup>

AP and the Pennsylvania Infrastructure Investment Authority (“PENNVEST”) have discussed funding opportunities for construction of a pipeline that would deliver finished water from the City of Franklin, Venango County, construction of a new water storage tank and other ancillary system components. PENNVEST provided options for this project including an AP loan, a Venango loan or a White Knight Program loan. PENNVEST indicated that a grant would not likely be offered due to the higher median income of Sugarcreek Borough. The White Knight program would afford an opportunity for low-interest loan, but AP would have to commit at least \$650,000 and produce a letter of intent to own the VWC’s assets. Ownership of the VWC system will ultimately be determined by the Commission through this Venango 529 Proceeding.

In November 2023, AP met with the City of Franklin’s Council to discuss options concerning a bulk water agreement. The City Council indicated it would decide on availability of water and present its terms after January 1, 2024. Based upon the cost to connect to the City of Franklin that was presented to AP, AP is currently exploring additional options for supplementing

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<sup>7</sup> Rhodes Utilities Receivership Order, Ordering Paragraph 3 and 4, Appendix A, Paragraph 1.o.

<sup>8</sup> VWC Receivership Order, Ordering Paragraph 4, Appendix A, Paragraph 1.r.

<sup>9</sup> See <https://www.puc.pa.gov/pcdocs/1791853.pdf>.

<sup>10</sup> VWC Receivership Order, Ordering Paragraph 4, Appendix A, Paragraphs 1.s and 2.b.

the existing source, including developing a new well site, or rehabilitating the existing Bellows Spring.

## **b. Other Rhodes Utilities**

The Rhodes Utilities Receivership Order directed Aqua to establish the financial position of the Rhodes Utilities at the time Aqua assumed its Receivership role.<sup>11</sup> Aqua is working to establish the financial position of the Rhodes Utilities as of the start of Aqua's Receivership. The Rhodes Utilities have previously submitted Class C Annual Reports to the Commission which include financial and operational data available on the Commission's website.<sup>12</sup> Aqua will continue to track expenses and capital improvements related to the Other Rhodes Utilities systems through deferred accounting treatment via establishment of a regulatory asset in accordance with Aqua's Receivership duties.<sup>13</sup>

## **2. Operations and Capital Expenditures**

To support the operations of these seven receiverships, Aqua has employed four new positions in the Western PA Area. Aqua has created, and promoted to fill, the role of Operations Team Leader to supervise the operations of these systems as a unit in our operations. Aqua has also staffed this team with two facility operators and an administrative assistant. Aqua provided projected capital improvements for the Rhodes Utilities in its Third Combined Status Report.

### **a. Venango Water Company**

On August 12, 2023, AP began its Receivership duties for the VWC system. Since the Fifth Combined Status Report, AP has completed the following operational issues and improvements to the VWC system:

- (i) On February 10, 2026, a regular service investigation at the sewer plant caused a main break. This break was quickly repaired, but resulted in three other service breaks.
  - A main break was located behind Route 62, which was reported and repaired on February 15, 2026.
  - An asbestos cement line along Brook Street was abandoned. A section of this line runs under a stream and showed indications of a leak.
  - A main break was found on February 27, 2026 at the end of Walnut Street. The line was an unmapped 2-inch and 1-inch PVC service line that ran around 350 feet to the home. This line had no isolation valve. Aqua installed a curb stop and a meter pit at this property to prevent another such event.

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<sup>11</sup> Rhodes Utilities Receivership Order, Ordering Paragraph 3 and 4, Appendix A, Paragraph 1.r.

<sup>12</sup> See Cooperstown Water Company <https://www.puc.pa.gov/pcdocs/1791797.pdf>, Fryburg Water Company <https://www.puc.pa.gov/pcdocs/1791835.pdf>, Plumber Water Company <https://www.puc.pa.gov/pcdocs/1791798.pdf>, Sugarcreek Water Company <https://www.puc.pa.gov/pcdocs/1791854.pdf>, West Hickory Water Company <https://www.puc.pa.gov/pcdocs/1791816.pdf>, and Blaine E. Rhodes Sewer Company <https://www.puc.pa.gov/pcdocs/1791799.pdf>.

<sup>13</sup> Rhodes Utilities Receivership Order, Ordering Paragraph 3 and 4, Appendix A, Paragraphs 1.s. and 2.b.

- (ii) Until the final break was found, Aqua hauled water daily into VWC to maintain water in the system.
- (iii) Aqua issued required boil water advisories (“BWAs”) from February 13, 2026 through February 27, 2026, and the BWA lift was issued on February 27, 2026 which are included in this Status Report as **Attachment A**.
- (iv) The bulk water site is being moved from the golf course property to the wastewater treatment plant (“WWTP”) property. The move will be a multi-stage process that will continue over the next few months.
- (v) Aqua replaced the steel door covering the Shaffer Spring.
- (vi) Aqua drilled a new test well, but test well did not produce water.
- (vii) Aqua continued leak detection throughout the VWC system.
- (viii) Aqua has six meters in the VWC system that still requires replacement during its ongoing meter replacement project in the Rhodes Utilities.

**b. Cooperstown Water Company**

On October 31, 2024 AP assumed operational responsibility for CWC under its Receivership duties. Since the Fifth Combined Status Report, AP is reporting on the following operational issues and improvements:

- (i) A pressure switch on the boosted pressure side of the system failed out and caused a temporary outage on March 12, 2026. The water outage was brief, but required a replacement of the equipment.
- (ii) A main break occurred on March 26, 2026 on the low pressure side of the system that required a shutdown and repair of the low pressure side of the system. This outage and repair occurred over three hours in the afternoon.
- (iii) Aqua has five meters in the CWC system that still requires replacement during its ongoing meter replacement project in the Rhodes Utilities.

**c. Fryburg Water Company**

On October 31, 2024, AP assumed operational responsibility for FWC under its Receivership duties. Since the Fifth Combined Status Report, AP is reporting on the following operational issues and improvements:

- (i) The FWC clearwell was discovered to be leaking into the ground and water treatment plant (“WTP”). The productive capacity of the WTP already was low. An emergency permit was requested and the clearwell walls were repaired and sprayed with a volatile organic covering to prevent leaking. The clearwell was sanitized, tested for volatile organic compounds and brought back online on March 20, 2026.
- (ii) Well 1 was found to have run dry. Along with the clearwell repairs, Well 1 was also cleaned using compressed CO2. The well was tested for pH, turbidity, bacteria, and verified to be brought back to proper operational standards of conductivity. The well was brought back online on March 20, 2026.

- (iii) During the clearwell and well cleaning, water was hauled in to support the system. The hauled water was stored in a temporary clearwell made from a bulk water hauling tanker truck. The water hauling occurred from March 9, 2026 through March 20, 2026.
- (iv) Aqua made a repair to leaking fittings on a main in Route 157 on January 27, 2026.
- (v) Another leak occurred in the FWC system. Aqua had to haul water to maintain water in the system. Contractors excavated at several locations, and the leak was ultimately found at a property that was for sale.
- (vi) Aqua has 64 meters in the FWC system that still requires replacement during its ongoing meter replacement project in the Rhodes Utilities.

**d. Plumer Water Company**

On October 31, 2024, AP assumed operational responsibility for PWC under its Receivership duties. Since the Fifth Combined Status Report, AP is reporting on the following operational issues and improvements:

- (i) As noted by the Company in the First, Second, Third, and Fifth Combined Status Reports, due to deficiencies within the Rouseville system that supplies water to PWC, AP has continued to issue BWAs to the PWC customers due to the failure of baffles in Roseville's clearwell which does not allow Roseville to meet its chlorine contact time requirement. The BWAs were issued to PWC customers on January 15, 2026, February 16, 2026 and March 17, 2026, and are included in this Status Report as **Attachment B**.
- (ii) The PWC customers experienced a multi-day water outage, due to a distribution failure from the Rouseville system. Aqua delivered bottled water to customers in the PWC system.
- (iii) Aqua has 27 meters in the PWC system that still requires replacement during its ongoing meter replacement project in the Rhodes Utilities.

**e. Sugarcreek Water Company**

On October 31, 2024, AP assumed operational responsibility for SWC under its Receivership duties. Since the Fifth Combined Status Report, AP is reporting on the following operational issues and improvements:

- (i) A service line break was discovered at the trailer park in SWC. The water loss caused significant loss of pressure in the system. The trailer park was shut off to prevent total system loss.
- (ii) The wells at SWC were found to be failing. Aqua contractors were brought onsite to outfit the facility with a new set of well pumps. At the same time, the well casing was replaced to prevent failure. The casing restoration was to address existing DEP violations.
- (iii) New Well 1 and Well 2 pumps were installed. Both wells were found to outperform the failing wells that existed previously. Well 2 had completely failed out and Well 1 was in active failure.

- (iv) Aqua has two meters in the SWC system that still requires replacement during its ongoing meter replacement project in the Rhodes Utilities.

**f. West Hickory Water Company**

On October 31, 2024, AP assumed operational responsibility for WHWC under its Receivership duties. Since the Fifth Combined Status Report, AP is reporting on the following operational issues and improvements:

- (i) WHWC received a full inspection from the DEP on February 9, 2026, which is included with this report as **Attachment C**.
- (ii) A main break was found next to another repair that had already been completed. This was a 1-inch poly main repair. The main break was repaired on March 16, 2026.
- (iii) Aqua has 61 meters in the WHWC system that still requires replacement during its ongoing meter replacement project in the Rhodes Utilities.

**g. Blaine E. Rhodes Sewer Company**

On October 31, 2024, APW assumed operational responsibility for BERSC under its Receivership duties. Since the Fifth Combined Status Report, APW is reporting on the following operational issues and improvements:

- (i) Aqua has begun installing new wiring and SCADA controls for the WWTP. The electric service to the blower pumps have been moved from outside to insider of the service building.
- (ii) New electrical service to the WWTP is being investigated. This is to accommodate the water service booster station, which planned to be moved to the WWTP property.

**3. Settlement Update**

On August 1, 2025, Aqua notified the ALJ that Aqua and the Rhodes Estate/Randall & Kevin Rhodes (collectively, “Rhodes Parties”) had reached as settlement in principle whereby the Rhodes Parties had agreed to a purchase price for transfer of the Rhodes Utilities to Aqua. Aqua continues to work diligently with the parties to finalize the sale-related documents, along with the settlement documents, for filing with the Commission.

**C. CONCLUSION**

Aqua will continue to investigate and report on the Rhodes Utilities systems’ operations and financial status and will make necessary improvements to operate the Rhodes Utilities systems to ensure quality service to the Rhodes Utilities customers for the period of its Receivership duties during the Venango 529 Proceeding and Rhodes Utilities 529 Proceeding. Aqua will provide an update to this Status Report on or before June 29, 2026.

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**The Honorable Mark A. Hoyer, Presiding**

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<b>Venango Water Company – Ex Parte</b>	<b>:</b>	
<b>Emergency Order Naming Aqua</b>	<b>:</b>	<b>Docket No. M-2023-3042180</b>
<b>Pennsylvania, Inc. as Receiver</b>	<b>:</b>	
	<b>:</b>	
<b>Section 529 Investigation of</b>	<b>:</b>	<b>Docket No. I-2023-3042312</b>
<b>Venango Water Company</b>	<b>:</b>	
	<b>:</b>	
<b>Section 529 Investigation of Sugarcreek</b>	<b>:</b>	<b>Docket No. P-2024-3045205</b>
<b>Water Company, West Hickory Water</b>	<b>:</b>	
<b>Company, Plumer Water Company,</b>	<b>:</b>	
<b>Fryburg Water Company, Cooperstown</b>	<b>:</b>	
<b>Water Company and Blaine E. Rhodes</b>	<b>:</b>	
<b>Sewer Company</b>	<b>:</b>	

**CERTIFICATE OF SERVICE**

I hereby certify that I have this 30th day of March, 2026, served a true and correct copy of the Third Combined Status Report to the Pennsylvania Public Utility Commission, upon the persons and in the manner set forth below:

**Via E-File**

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Harrisburg, PA 17105

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Courtney L. Schultz

# ATTACHMENT A

# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Venango Water Company (PWSID# PA6610014)

### BOIL YOUR WATER BEFORE CONSUMPTION\*

**HIERVAN EL AGUA ANTES DE USARLA.**

ESTE INFORME CONTIENE INFORMACIÓN MUY IMPORTANTE SOBRE SU AGUA POTABLE.

TRADÚZCALO O HABLE CON ALGUIEN QUE LO ENTIENDA BIEN

Aqua Pennsylvania, Inc. (Aqua) has issued a boil water advisory for customers in the Venango Water Company due to a loss of pressure in portions of the system due to an apparent main break or other leaks. Crews are onsite and canvassing the system to determine the extent of the leak and complete repairs. **If you observe pooling or flowing of water in abnormal areas that may indicate leaking pipes, please contact the phone number below.** Meanwhile customers are advised to use boiled or bottled water for drinking, making ice, brushing teeth, washing dishes and food preparation until further notice. You will be notified when this advisory is lifted.

#### What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **until further notice.** Boiling kills bacteria and other organisms in the water.
- ***Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.***
- The symptoms above are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you might want to seek medical advice. People at increased risk should seek advice about drinking water from their health care providers.

#### What happened? What is being done? When will the problem be corrected?

On February 12, 2026, portions of the system were found to have low pressure. As a precaution, Aqua Pennsylvania has issued a boil water advisory for customers in the affected area. Samples are being collected in the system for bacteriological testing. Until satisfactory test results are received from the laboratory, customers are advised to use boiled or bottled water for drinking, making ice, brushing teeth, washing dishes and food preparation until further notice. If you have any questions, please contact Aqua's customer service at **1.877.987.2782** or visit:

<https://aquawater.com/rhodes>

General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at **800.426.4791**.

***Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.***

Boil Water Advisory response information for retail, grocery, and food establishments is available here:

[https://www.agriculture.pa.gov/consumer\\_protection/FoodSafety/Pages/Emergency-Response.aspx](https://www.agriculture.pa.gov/consumer_protection/FoodSafety/Pages/Emergency-Response.aspx)

For more information, please contact:

<b>Responsible Person</b> Zach Tallmage, Area Manager	<b>System Name</b> Venango Water Company	<b>Address (Street)</b> 665 S. Water Street
<b>Phone Number</b> 877-987-2782	<b>System PWSID#</b> PA6610014	<b>Address (City, State, Zip)</b> Sharon, PA 16146

\* This notice contains required or recommended regulatory language, and nothing herein is, is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this notice.

# IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER\*

Venango Water Company (PWSID# PA6610014)

## BOIL WATER NOTICE LIFTED

HIERVAN EL AGUA ANTES DE USARLA.  
ESTE INFORME CONTIENE INFORMACION MUY IMPORTANTE SOBRE SU AGUA DE BEBER.  
TRADUZCALO O HABLE CON ALGUIEN QUE LO ENTIENDA BIEN.

**The Boil Water Notice issued on February 13, 2026 for the Venango Water Company has been lifted effective today, February 27, 2026.**

Aqua Pennsylvania has lifted the boil water advisory issued on February 13, 2026. A boil water advisory was issued for customers in the Venango Water Company due to a loss of positive pressure in the distribution system from water main breaks and service leaks. Two consecutive days of water samples have been collected from the distribution system and tested for total coliform bacteria. The results for both sets of testing showed the absence of bacteria, allowing Aqua to lift the boil advisory.

**It is no longer necessary to use boiled water or bottled water for drinking, making ice, brushing teeth, washing dishes and food preparation.**

Aqua is committed to providing quality water and service to its customers. We apologize for the inconvenience and thank you for your patience. Although this matter has been resolved, if you have any questions or concerns, please contact Aqua's Customer Service at 877.987.2782 or visit [www.aquawater.com/rhodes](http://www.aquawater.com/rhodes)

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

For more information, please contact:

<b>Responsible Person</b> David Paul	<b>System Name</b> Venango Water Company	<b>Address (Street)</b> 665 S. Water Street
<b>Phone Number</b> 877.987.2782	<b>System PWSID#</b> PA6610014	<b>Address (City, State, Zip)</b> Sharon PA, 16146

**Date Notice Distributed: February 27, 2026**

**Date Notice Lifted: February 27, 2026**

\* This notice contains required or recommended regulatory language, and nothing herein is, is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this notice.

# ATTACHMENT B



### PUBLIC NOTIFICATION (PN) CERTIFICATION FORM

Public Water System Name: Plumer Water Company PWSID Number: 6610011

Date of Violation/Situation: 11/18/2024 (Aqua's first issuance of the PN under PUC receivership)

Description of Violation/Situation: Continuation of the boil water advisory that was already in effect for Plumer Water Company.

Notified DEP (or CHD) within 1 hour Date or NA: NA

Consulted with DEP within 24 hours Date or NA: NA

PN Level:  Tier 1  Tier 2  Tier 3

Type of notice addressed by this certification:  Initial  Repeat

Methods and date of public notice deliveries to customers:

Method: Phone calls to affected customers for boil water notice Date: 01/15/2026

Method: Notice posted to website Date: 01/15/2026

Method: Emails sent to affected customers for boil water notice Date: 01/15/2026

Method: \_\_\_\_\_ Date: \_\_\_\_\_

The public notice included the required elements: a description of the violation/situation; potential health effects; the population at risk; if alternate water supplies need to be used; when the violation/situation occurred; when the system will resolve the violation/situation; what is being done to correct the problem; actions consumers can take; water system contact information; and language encouraging broader distribution of the notice.

A copy of each type of notice that was distributed is attached to this certification form

**Certified by:**

As a representative of the Public Water System (PWS) indicated above, I certify that public notification addressing the above violation/situation was distributed to all customers in accordance with the prescribed content, format, deadlines and delivery requirements outlined in Chapter 25 Pa. Code Chapter 109 Subchapter D of the Department of Environmental Protection (DEP)'s regulations.

Signature: David Paul Date: 01/23/2026

Print Name and Title: David Paul, Operations Team Leader

Phone Number: 724-877-0525

Complete and submit this form to your local DEP office **within 10 days** of issuing the public notification described above. DEP District Office and County Health Department contact information can be found within DEP document number 3930-FM-BSDW0560, which can be located by searching for document number 3930-FM-BSDW0560 in DEP's eLibrary at the following link: <http://www.depgreenport.state.pa.us/elibrary/Search>.

**For DEP use only. Checked by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Plumer Water Company (PWSID# PA6610011)

### FAILURE OF A DISINFECTION PROCESS

## BOIL YOUR WATER BEFORE CONSUMPTION

HIERVAN EL AGUA ANTES DE USARLA.

**ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE.  
HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.**

Aqua Pennsylvania, Inc. (Aqua) has issued a continuation of the boil water advisory that was already in effect for the Plumer Water Company water system. Customers are advised to use boiled or bottled water for drinking, making ice, brushing teeth, washing dishes and food preparation until further notice. You will be notified when this advisory is lifted. There is an increased chance that the water may contain disease-causing organisms.

#### What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **until further notice**. Boiling kills bacteria and other organisms in the water.
- *Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.*
- These symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. Guardians of infants and young children and people at increased risk, such as pregnant women, some of the elderly and people with severely compromised immune systems, should seek advice from their health care advisors about drinking this water.

#### What happened? What is being done? When will the problem be corrected?

On October 31<sup>st</sup>, 2024, the Pennsylvania Public Utility Commission appointed Aqua as the receiver of this water system. Aqua has now taken over the operations to provide water service to the Plumer Water Company customers. You will be notified when it's no longer necessary to boil your water. If you have any questions or wish to discuss further, please contact Aqua's customer service at **1.877.987.2782**.

General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at **800.426.4791**.

Boil Water Advisory response information for retail, grocery, and food establishments is available here:

[https://www.agriculture.pa.gov/consumer\\_protection/FoodSafety/Pages/Emergency-Response.aspx](https://www.agriculture.pa.gov/consumer_protection/FoodSafety/Pages/Emergency-Response.aspx)

For more information, please contact:

<b>Responsible Person</b> Zach Martin, Area Manager	<b>System Name</b> Plumer Water Company	<b>Address (Street)</b> 665 S. Dock St
<b>Phone Number</b> 877.987.2782	<b>System PWSID#</b> PA6610011	<b>Address (City, State, Zip)</b> Sharon, PA 16146

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or by distributing copies by hand or mail.*

\* This notice contains regulatorily required or recommended language, and nothing herein is, is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this notice.

## Paul, David A

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**From:** Chittester, Lisa M  
**Sent:** Thursday, January 15, 2026 5:14 PM  
**To:** Wykoff, Glenn Edward; Paul, David A  
**Subject:** FW: [EXTERNAL] Boil Water Advisory

**Importance:** High

Plumer BWA issued.

Have a great evening!

---

**From:** Aqua Alerts <noreply@everbridge.net>  
**Sent:** Thursday, January 15, 2026 5:07 PM  
**To:** Chittester, Lisa M <LMChittester@AquaAmerica.com>  
**Subject:** [EXTERNAL] Boil Water Advisory  
**Importance:** High

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[Disruption Map](#)

[Please click here to acknowledge receipt of this message](#)

Dear Aqua Customer:

This is an important notice from Aqua sent 01-15-2026 to customers in the Plumer water system.

Because of a failure with treatment process at Rouseville Wtr system on 09/11/24, you remain on a boil water advisory. You will be renotified monthly until the Rouseville Wtr system failure is corrected. As a continuation of the boil water advisory issued by Plumer Water, Aqua has issued a boil water advisory. Customers are advised to contact Aqua if they observe a leak. Low pressure could result in inadequate disinfection of the water in the system. **Aqua advises** you to use boiled or bottled water for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Bring water to a boil, boil it for **2** minutes and let it cool before use.

We will notify you as soon as it is no longer necessary to boil your water. We apologize for any inconvenience and thank you for your cooperation.

Please call Aqua at 877.987.2782 if you have any questions.



### PUBLIC NOTIFICATION (PN) CERTIFICATION FORM

Public Water System Name: Plumer Water Company PWSID Number: 6610011

Date of Violation/Situation: 11/18/2024 (Aqua's first issuance of the PN under PUC recievership)

Description of Violation/Situation: Continuation of the boil water advisory that was already in effect for Plumer Water Company.

Notified DEP (or CHD) within 1 hour Date or NA: NA

Consulted with DEP within 24 hours Date or NA: NA

PN Level:  Tier 1  Tier 2  Tier 3

Type of notice addressed by this certification:  Initial  Repeat

Methods and date of public notice deliveries to customers:

Method: Phone calls to affected customers for boil water notice Date: 0G11/2026

Method: Notice posted to website Date: 0G11/2026

Method: Emails sent to affected customers for boil water notice Date: 0G11/2026

Method: \_\_\_\_\_ Date: \_\_\_\_\_

The public notice included the required elements: a description of the violation/situation; potential health effects; the population at risk; if alternate water supplies need to be used; when the violation/situation occurred; when the system will resolve the violation/situation; what is being done to correct the problem; actions consumers can take; water system contact information; and language encouraging broader distribution of the notice.

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As a representative of the Public Water System (PWS) indicated above, I certify that public notification addressing the above violation/situation was distributed to all customers in accordance with the prescribed content, format, deadlines and delivery requirements outlined in Chapter 25 Pa. Code Chapter 109 Subchapter D of the Department of Environmental Protection (DEP)'s regulations.

Signature: David Paul Date: 0G1/23/2026

Print Name and Title: David Paul, Operations Team Leader

Phone Number: 724-877-0525

Complete and submit this form to your local DEP office **within 10 days** of issuing the public notification described above. DEP District Office and County Health Department contact information can be found within DEP document number 3930-FM-BSDW0560, which can be located by searching for document number 3930-FM-BSDW0560 in DEP's eLibrary at the following link: <http://www.depgreenport.state.pa.us/elibrary/Search> .

**For DEP use only. Checked by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Plumer Water Company (PWSID# PA6610011)

### FAILURE OF A DISINFECTION PROCESS

## BOIL YOUR WATER BEFORE CONSUMPTION

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#### What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **until further notice**. Boiling kills bacteria and other organisms in the water.
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#### What happened? What is being done? When will the problem be corrected?

On October 31<sup>st</sup>, 2024, the Pennsylvania Public Utility Commission appointed Aqua as the receiver of this water system. Aqua has now taken over the operations to provide water service to the Plumer Water Company customers. You will be notified when it's no longer necessary to boil your water. If you have any questions or wish to discuss further, please contact Aqua's customer service at **1.877.987.2782**.

General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at **800.426.4791**.

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For more information, please contact:

<b>Responsible Person</b> Zach Martin, Area Manager	<b>System Name</b> Plumer Water Company	<b>Address (Street)</b> 665 S. Dock St
<b>Phone Number</b> 877.987.2782	<b>System PWSID#</b> PA6610011	<b>Address (City, State, Zip)</b> Sharon, PA 16146

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or by distributing copies by hand or mail.*

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## Paul, David A

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**From:** Chittester, Lisa M  
**Sent:** Thursday, February 19, 2026 8:57 AM  
**To:** Paul, David A  
**Subject:** BWA Update 2/16 for Plumer

I don't remember sending this to you on Monday:

[Incidents](#) > [Incident Details](#)

# Boil Water Advisory

● OPEN Incident ID: 1862127631803518 **Auto Refresh**  in 5 seconds

**Opened**  
Nov 18, 2024 10:00:00 EST  
Lisa Chittester

**Last Updated**  
Feb 16, 2026 17:33:50 EST  
Lisa Chittester

## Notifications

Status 	Mode	Published
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● Sent Actions 

Live

Thanks,



**Lisa Chittester**  
**Administrative Assistant I**  
**Aqua Pennsylvania**  
482 Harborview Road  
PO Box 546  
DuBois PA 15801  
814.603.7025 X51504





### PUBLIC NOTIFICATION (PN) CERTIFICATION FORM

Public Water System Name: Plumer Water Company PWSID Number: 6610011

Date of Violation/Situation: 11/18/2024 (Aqua's first issuance of the PN under PUC receivership)

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Type of notice addressed by this certification:  Initial  Repeat

Methods and date of public notice deliveries to customers:

Method: Phone calls to affected customers for boil water notice Date: 01/11/2026

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Method: \_\_\_\_\_ Date: \_\_\_\_\_

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Signature: David Paul Date: 01/11/2026

Print Name and Title: David Paul, Operations Team Leader

Phone Number: 724-877-0525

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# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Plumer Water Company (PWSID# PA6610011)

### FAILURE OF A DISINFECTION PROCESS

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For more information, please contact:

<b>Responsible Person</b> Zach Martin, Area Manager	<b>System Name</b> Plumer Water Company	<b>Address (Street)</b> 665 S. Dock St
<b>Phone Number</b> 877.987.2782	<b>System PWSID#</b> PA6610011	<b>Address (City, State, Zip)</b> Sharon, PA 16146

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**Boil Water Advisory**

ID: 1862127631803518

OPEN

**Opened On:** Nov 18, 2024 10:00:00 EST - by Lisa Chittester  
**Last Updated On:** Mar 17, 2026 14:32:50 EDT - by Lisa Chittester  
**Closed On:** --



**Notification:** Nov 18, 2024 10:00:00 EST

Title	ID	Phase	Sent By	Incident Template	Confirmed	Not Confirmed	Unreachable
Boil Water Advisory	1862127631 777849	New	Lisa Chittester	PA Boil Water Advisory	6	62	2

**Message** (Customized Email below)

Sent 11-18-2024 to customers in the Plumer water system.

Because of a failure with treatment process at Rouseville Wtr system on 09/11/24, you remain on a boil water advisory. You will be renotified monthly until the Rouseville Wtr system failure is corrected. As a continuation of the boil water advisory issued by Plumer Water, Aqua has issued a boil water advisory. Aqua advises you to use boiled or bottled water for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Bring water to a boil, boil it for 2 minutes and let it cool before use.

We will notify you as soon as it is no longer necessary to boil your water. We apologize for any inconvenience and thank you for your cooperation.

Please call Aqua at 877.987.2782 if you have any questions.

This message will repeat once if you stay on the line.

**Customized Email**

**Dear Aqua Customer:**

**This is an important notice from Aqua sent 11-18-2024to customers in the Plumer water system.**

**Because of a failure with treatment process at Rouseville Wtr system on 09/11/24, you remain on a boil water advisory. You will be renotified monthly until the Rouseville Wtr system failure is corrected. As a continuation of the boil water advisory issued by Plumer Water, Aqua has issued a boil water advisory. Customers are advised to contact Aqua if they observe a leak. Low pressure could result in inadequate disinfection of the water in the system. Aqua advises you to use boiled or bottled water for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Bring water to a boil, boil it for 2 minutes and let it cool before use.**

**We will notify you as soon as it is no longer necessary to boil your water. We apologize for any inconvenience and thank you for your cooperation.**

**Please call Aqua at 877.987.2782 if you have any questions.**

**Custom SMS Message**

Essentialhas an important message

**Web Page SMS Message**

**Dear Aqua Customer:**

# ATTACHMENT C

COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF ENVIRONMENTAL PROTECTION  
BUREAU OF SAFE DRINKING WATER

WATER SUPPLY INSPECTION REPORT

<b>Facility Name</b> WEST HICKORY WATER COMPANY	<b>PWSID No</b> 6270002	<b>Inspection Date</b> 2026-02-10
<b>Facility Location</b> 3550 WEST MAIN STREET WEST HICKORY, PA 16370	<b>County</b> Forest	<b>Municipality</b> Harmony Township
<b>Responsible Officials Name</b>  Glenn Wykoff	<b>Telephone:</b> (724) 877-0579	
	<b>System Type:</b> Community	<b>Population:</b> 450
<b>Certified Operator name</b>  PAUL DAVID A	<b>Field Order Number:</b>	
	<b>Issue Date (mm/dd/yy):</b>	

eFACTS info

<b>Inspection ID:</b> 4139539	<b>Inspection Type:</b> RTNC
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Outstanding Violations

<p><b>C1A - 25 PA Code, §109.602</b></p> <p><b>Remarks:</b> The well does not have a sanitary seal well cap, which does not meet the design standards set forth in the Public Water Supply Manual.</p>
<p><b>B6A - 25 PA Code, §109.4</b></p> <p><b>Remarks:</b> The storage tank hatch is not adequately sealed or water tight. The Department recommends replacing with a new raised hatch with an overlapping, locking lid and watertight seal. Screen any vents or overflows with 24-mesh screen. Violations exist that are deemed to be a significant deficiency relating to the water storage.</p>
<p><b>C4A - 25 PA Code, §109.4</b></p> <p><b>Remarks:</b> The exposed portions of the well casing are not in good condition.</p>

**C4A - 25 PA Code, §109.4**

**Remarks:** There is evidence of a structure leak in the storage tank. Leaks were observed on the underside of the tank and the far side.

Minor Deficiency

**1A- GROUNDWATER AND GUDI SOURCES**

WELLHEAD

SRC-001-WELL #1

The exposed portions of the well casing are not in good condition.

**Remarks:**The base of the well casing is rusty.

**1A- GROUNDWATER AND GUDI SOURCES**

WELLHEAD

SRC-002-WELL #2

The exposed portions of the well casing are not in good condition.

**Remarks:**The well casing is very rusted.

**1A- GROUNDWATER AND GUDI SOURCES**

WELLHEAD

SRC-002-WELL #2

The sanitary seal well cap is not properly secured and/or is not in good condition, which does not meet the design standards set forth in the Public Water Supply Manual.

**Remarks:**The wiring does not have conduit to protect it and this creates an opening in the sanitary seal well cap.

**1A- GROUNDWATER AND GUDI SOURCES**

WELLHEAD

SRC-002-WELL #2

The static and pumping water levels are not measured and recorded.

**2A- TREATMENT PLANT AND GENERAL CHEMICAL ADDITION**

GENERAL INFORMATION

WTP-300-TREATMENT PLANT

Plant piping is not color-coded and/or labeled to differentiate between finished, raw and waste water flow

and direction.

**2A- TREATMENT PLANT AND GENERAL CHEMICAL ADDITION**

CHEMICALS AND EQUIPMENT

WTP-300-TREATMENT PLANT

The chemical treatment storage and equipment is not maintained according to manufacturer specifications.

**Remarks:**The Aquamag injection pump is leaking at the pump and is not pumping the desired level of chemical

**2J- CHLORINE DISINFECTION**

PROBLEMS IDENTIFIED

WTP-300-TREATMENT PLANT

There have been interruptions in continuous disinfection within the past 3 years.

**3- DISTRIBUTION SYSTEM**

PLANNED SERVICE INTERRUPTIONS AND MAIN BREAKS

DS-001-HARMONY T. W.HICKORY

The water system lost pressure in a portion of the distribution system in the last 3 years for a reason other than a main break.

**3- DISTRIBUTION SYSTEM**

OPERATIONS

DS-001-HARMONY T. W.HICKORY

Distribution system unaccounted for water is more than 15% of the total production.

**3- DISTRIBUTION SYSTEM**

OPERATIONS

DS-001-HARMONY T. W.HICKORY

The water system does not plan to loop dead ends.

**3- DISTRIBUTION SYSTEM**

OPERATIONS

DS-001-HARMONY T. W.HICKORY

The water system receives customer complaints from dead end service areas.

**4- WATER STORAGE**

GENERAL GROUNDS

ST-004-STORAGE TANK

The grounds surrounding the storage tank are not secure from unauthorized access. The grounds surrounding the storage tank should be secured or monitored from unauthorized access.

**4- WATER STORAGE**

GENERAL GROUNDS

ST-004-STORAGE TANK

Overflow discharges do not terminate 12-24 inches above the ground. This does not meet the design standards set forth in the Public Water Supply.

**4- WATER STORAGE**

STORAGE STRUCTURE

ST-004-STORAGE TANK

The interior storage tank inspection indicates the need for the water system to remove sediment and/or correct issues with the structural integrity of the tank which have not yet been corrected.

**4- WATER STORAGE**

STORAGE STRUCTURE

ST-004-STORAGE TANK

The exterior coating of the storage tank is peeled, cracked, rusted, covered in vegetation or in need of cleaning.

**4- WATER STORAGE**

STORAGE STRUCTURE

ST-004-STORAGE TANK

There is evidence of a structure leak in the storage tank.

**4- WATER STORAGE**

STORAGE STRUCTURE

ST-004-STORAGE TANK

The roof of the storage tank is not watertight, which does not meet the design standards set forth in the Public Water Supply Manual.

**Remarks:**The roof of the storage tank is not watertight, which does not meet the design standards set forth in the Public Water Supply Manual.

#### 4- WATER STORAGE

##### STORAGE OPERATION

##### ST-004-STORAGE TANK

The Storage tank does not have the ability to be isolated without the loss of distribution system pressure which would require a public notice if the tank was taken out of service. This does not meet the design standards set forth in the Public Water Supply Manual.

#### 5- PUMPS AND CONTROLS

##### PUMPING EQUIPMENT

##### PST-001-MIDDLE PRESSURE ZONE

In the last 3 years a pump failure has caused a water outage.

#### 5- PUMPS AND CONTROLS

##### PUMPING EQUIPMENT

##### PST-001-MIDDLE PRESSURE ZONE

The pumping station does not have multiple pumps, which does not meet the design standards set forth in the Public Water Supply Manual.

#### 5- PUMPS AND CONTROLS

##### CONTROLS AND ALARMS

##### PST-001-MIDDLE PRESSURE ZONE

A pump failure alarm system is not present, which does not meet the design standards set forth in the Public Water Supply Manual.

#### 5- PUMPS AND CONTROLS

##### PUMPING EQUIPMENT

##### PST-002-HIGH PRESSURE ZONE

In the last 3 years a pump failure has caused a water outage.

**5- PUMPS AND CONTROLS**

PUMPING EQUIPMENT

PST-002-HIGH PRESSURE ZONE

The pumping station does not have multiple pumps, which does not meet the design standards set forth in the Public Water Supply Manual.

**5- PUMPS AND CONTROLS**

CONTROLS AND ALARMS

PST-002-HIGH PRESSURE ZONE

A pump failure alarm system is not present, which does not meet the design standards set forth in the Public Water Supply Manual.

**6- MONITORING AND REPORTING**

METHOD 334.0

DS-001-HARMONY T. W.HICKORY

There is no documentation for the most recent 12 months to demonstrate that routine weekly comparative grab sampling analysis has been completed in accordance with EPA Method 334.0 for each on-line instrument used for analysis of chlorine for compliance monitoring or to obtain results needed to calculate log inactivation.

**8- SYSTEM MANAGEMENT**

FINANCIAL & ASSET MANAGEMENT

DS-001-HARMONY T. W.HICKORY

In the most recent fiscal year, system operating costs exceeded revenues.

**General Comments**

On Tuesday, February 10, 2026, a routine inspection took place at West Hickory Water which is currently under receivership by Aqua Pennsylvania. Present from the PWS were Glenn Wykoff (Field Supervisor II), Tara Wallace (Production Specialist), and David Paul (Operations Team Leader) and present from the Department were Alaina Carney (Sanitarian) and Brandon Gordon (Environmental Trainee).

Aqua has made several upgrades to the water system, including installation of a new telemetry system between the storage tank and treatment plant, improvements to heating and insulation of the treatment plant, a new on-site generator for both the treatment plant and storage tank, new chemical storage vessels, and the installation of new sampling stations out in distribution. The basement of the treatment plant houses Wells 1 and 2. Well 1 is

inactive, disconnected from the system, and does not contain a pump. Well 2 serves as the system's sole source and water is pumped using two submersible pumps and subsequently treated with sodium hypochlorite and Aqua-mag. During the inspection, the Aqua-mag pump exhibited a slow leak; however, orthophosphate remained detectable at entry point. After chemical addition, the water flows through a mixing pipe and then an underground chlorine contact loop. Following the contact loop, the water passes through a meter before entering distribution and storage. Aqua has also installed a water-level telemetry system between the storage tank and treatment plant, enabling plant operation based on tank levels using cellular service. At the time of this inspection, the telemetry system was offline due to cellular service issues, so the plant was operating on a timer system until connectivity could be restored.

The storage tank is in a state of disrepair with many rust spots, flaking paint, and a few sizeable leaks on the exterior of the tank. It also has a deteriorating and non-waterproof lid and there were visible flakes of rust sitting on the bottom of the tank. The representatives from Aqua stated that there are currently no plans to fix the issues with the storage tank; only to maintain it until such a time that Aqua has ownership of the system. They stated that if/when they get ownership, a new storage tank would be a top priority for them.

Samples were taken at Entry Point and Distribution and the results were as follows:

**Entry Point 116 @ 09:21 am**

Free Cl: 2.52 mg/L

Total Cl: 2.73 mg/L

Iron: 0.02 mg/L

Manganese: 0.042 mg/L

PO<sub>4</sub>: 0.08 mg/L as Orthophosphate (Their meter read 0.59 mg/L)

**Distribution (Storage Tank) @ 10:44 am**

Free Cl: 3.16 mg/L

Total Cl: 3.29 mg/L

PO<sub>4</sub>: 0.16 mg/L as Orthophosphate

## Recommendations

1. Correct any deficiencies related to the storage tank or consider replacing it. Steps to correct the deficiencies would include: 1.) Install a new raised hatch, with an overlapping, locking lid and watertight seal. 2.) Seal the numerous leaks that were observed on the far side of the tank and take steps to prevent further rusting and degradation of the exterior.
2. Fix the leaky Aqua-mag pump to ensure the desired level of corrosion control is consistently being obtained.
3. If Well 1 is going to remain unused, consider proper abandonment of the source.
4. Well 2 has substantial corrosion on the exterior of its casing. Steps should be taken to address this and protect the source
5. Install a perimeter fence around the storage tank and treatment plant to protect from unauthorized access.

**PLEASE DO NOT ADD, REMOVE, OR MODIFY TREATMENT WITHOUT DEPARTMENT APPROVAL.**

Signatures

Received by(Print Name):

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Unable To Receive Signature:

Report written in office

Investigator (Print Name):

BRANDON GORDON