



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
400 NORTH STREET, HARRISBURG, PA 17120

IN REPLY PLEASE
REFER TO OUR FILE

April 6, 2026

Docket No. P-2024-3050231
Utility Code 221350

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RE: Petition of the Hanover Municipal Water Works for Approval of its Lead Service Line Replacement Program at Docket No. P-2024-3050231

Dear Attorneys Shultis, Wakefield, and Ghazanfari:

On December 19, 2024, the Hanover Municipal Water Works (Hanover) filed the above-captioned document (Petition) with the Pennsylvania Public Utility Commission (Commission). On March 13, 2025, Hanover filed an amended petition (Amended Petition). For the Commission to complete its analysis of the filing, please respond with the information requested in the attached document.

Please forward the information to the Secretary of the Commission at the address listed below **within ten (10) business days** from the date of this letter. All documents requiring notary stamps must have original signatures. The Commission strongly encourages submission through efilings with the Secretary of the Commission by opening an efilings account through the Commission website and accepting eservice at <https://efiling.puc.pa.gov>. The Commission is accepting all public documents through our efilings system at this time.

If your filing contains confidential material, you are required to either file by overnight delivery or submit to the Secretary's Share Point File system to ensure the timely filing of your submission. Filers should contact the Secretary's Bureau in advance to gain access to the Share Point File system. Make sure to reference the Docket Number listed above when filing your response. The overnight address for hard-copy or confidential responses is:

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

Please note your answers must be verified per 52 Pa. Code § 1.36. Accordingly, you must provide the following statement with your responses:


I, [print name of appropriate company representative], hereby state that the facts above set forth 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).

Signature _____
Title _____
Date _____

Please contact the below staff person if any problems should arise that prevent a full response within ten business days or if any clarification of these data requests is needed. Please mark the materials “CONFIDENTIAL” in bold or highlighted manner if any of the requested information is deemed to be of a confidential nature.

In addition, to expedite completion of the review, please send a copy of the response to Matthew T. Lamb, P.E. in the Water/Wastewater Section of the Bureau of Technical Utility Services via e-mail at mlamb@pa.gov. Please also direct any questions to Matthew Lamb at telephone number (717) 783-1001. Thank you in advance for your cooperation.

Sincerely,



Matthew L. Homsher
Secretary

Enclosure: TUS Data Request Set 1

cc: Darryl Lawrence, Office of Consumer Advocate (w/enclosure), ra-oca@paoca.org
NazAarah Sabree, Office of Small Business Advocate (w/enclosure), ra-sba@pa.gov
Steven Gray, Office of Small Business Advocate (w/enclosure), sgray@pa.gov
Allison Kaster, Bureau of Investigation & Enforcement (w/enclosure), akaster@pa.gov

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Note: Please restate the data request prior to providing a response. In addition, provide the name and title of the person(s) providing the response and/or information for each data request.

- P-1. On December 19, 2024, Hanover filed a Petition (Petition) for Approval of its Lead Service Line Replacement (LSLR) Program that included a modified Long-Term Infrastructure Improvement Plan (Modified LTIIIP). Subsequently, on March 13, 2025, Hanover filed an Amended Petition (Amended Petition) for Approval of its LSLR Program (LSLR Program) that indicated Hanover removed the proposed Modified LTIIIP and clarified that it is not immediately seeking to recover LSLR program costs through its LTIIIP. However, pursuant to 52 Pa. Code § 65.54(b), an entity that has a Commission-approved LTIIIP shall include with its LSLR program petition a modified LTIIIP containing a LSLR plan as a separate and distinct component of the entity's LTIIIP. Please clarify whether Hanover, as part of its Amended Petition, is requesting pursuant to 52 Pa. Code § 5.43 for a waiver (Modified LTIIIP Waiver) of 52 Pa. Code §§ 65.54(b) and 65.59(a). If so, provide a revised Amended Petition that includes the Modified LTIIIP Waiver that sets forth the purpose of, and the facts claimed to constitute the grounds requiring the waiver.
- P-2. In Section 2 of the LSLR Program, Hanover indicated that water service is provided to approximately 18,000 customers in Hanover Borough, Penn Township, West Manheim Township, Heidelberg Township, McSherrystown Borough, and Conewago Township. Please provide a revised LSLR Program that separately identifies the number of customers served by Hanover inside and outside its corporate limits by municipality.
- P-3. LSLR Program's Appendix A included a copy of its Lead Service Line Replacement Plan (LSLR Plan). In the LSLR Plan's Section 3, Definitions, Hanover defined "Lead service lines" or "lead service line" or "LSL" as any service line made of lead, galvanized iron, or galvanized steel. Please provide responses to the following:
- a. Clarify whether Hanover has or will, for the purposes of its service line inventory (SLI), assume that all galvanized iron and galvanized steel service lines will be identified as a lead service line (LSL) based on Hanover's LSL definition; and
 - b. Provide a revised LSLR Plan Section 3 that includes a definition for LSLs to include a lead pigtail, gooseneck or other fitting that is connected to the LSL pursuant to 52 Pa. Code § 65.52.
- P-4. In the LSLR Plan's Section 4, Hanover confirmed the existence of approximately 11,000 service lines of unknown material types. Please provide responses to the following:
- a. Provide a table which summarizes Hanover's SLI by the number of municipal-owned and customer-owned service lines outside of Hanover's corporate limits by material type (i.e., lead, galvanized requiring replacement (GRR), non-lead, or lead status unknown);

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- b. Provide an estimate of the number of municipal-owned and customer-owned service lines that Hanover plans to have inventoried on annual basis to determine the material type of the unknown material service lines along with a target date for SLI completion;
 - c. Quantify the projected annual expenditure to complete the SLI;
 - d. Pursuant to 52 Pa. Code § 65.56(a)(1), submit a current copy of the SLI in a live electronic spreadsheet format (i.e., Excel). The Commission notes that spreadsheet documents can be filed using the Secretary's Share Point File system. Filers should contact the Secretary's Bureau in advance to gain access to the Share Point File system; and
 - e. Provide a revised LSLR Plan that addresses the requirements of 52 Pa. Code § 65.56(a) and includes the responses provided to Data Requests P-4.a. through P-4.d.
- P-5. In the LSLR Plan's Section 5, Hanover does not appear to identify the assumptions it has used or will use in its SLI. However, pursuant to 52 Pa. Code § 65.56(a)(4), an entity shall identify assumptions in its service line inventory to the Commission. Please provide a revised LSLR Plan that clearly identifies the assumptions Hanover has used or will use in its SLI (e.g., all galvanized iron or galvanized steel service lines will be assumed to have been downstream of a service line of unknown material and will be identified as Galvanized Requiring Replacement (GRR) in the SLI, and Pennsylvania banned the use of lead in all plumbing in early January 1991, and therefore the service lines of homes that were built during or after 1991 will be assigned a "non-lead" designation, etc.).
- P-6. In the LSLR Plan's Section 6.c., Hanover indicated that it will not cover the costs of an LSLR if the customer chooses to use a contractor that is not preapproved by Hanover. However, 52 Pa. Code § 65.58(d) provides the required criteria for a customer or property owner, if the customer is not the property owner, to be eligible for reimbursement, and does not permit reimbursements to be limited to preapproved contractors. Further, the Pro Forma Tariff does not stipulate that reimbursements will be provided only to customers choosing only preapproved contractors. Please provide a revised LSLR Plan that complies with 52 Pa. Code § 65.58(d) and that aligns with the Pro Forma Tariff.
- P-7. In the LSLR Plan's Section 6.c., Hanover indicated if an LSL is found on the customer-owned side of the service that the customer-owned side will require replacement before Hanover replaces its portion of the service line. Further, if the Hanover-owned portion of the service line is found to contain lead, Hanover will replace its portion of the service line within 90 days after the customer replaces the customer-owned portion of the service line. However, the Pro Forma Tariff, Section 8, and 52 Pa. Code § 65.62(a)(2) require that where a customer or property owner, if the customer is not the property owner, elects

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to replace a customer-owned LSL, Hanover shall replace the connected Hanover-owned LSL concurrent with replacement of the customer-owned LSL provided that the customer or property owner, if the customer is not the property owner, provides Hanover at least 180 days' notice prior to replacing the customer-owned LSL. The Commission notes that an LSLR that does not replace both the Hanover-owned and customer-owned portions of an LSL is considered a partial LSLR and is strictly prohibited. Also, the Pro Forma Tariff, Section 8, and 52 Pa. Code § 65.62(d) require that a partial LSLR installed after July 23, 2022, must result in termination of service until both the Hanover-owned LSL and customer-owned LSL have been replaced. Please submit a revised LSLR Plan removes processes and procedures for the continued provision of water service using a partial LSLR under the LSLR Plan's Sections 6.c., and that includes each of the following in Section 6.c. in conformance with Commission regulations:

- a. A statement that where a customer or property owner, if the customer is not the property owner, elects to replace a customer-owned LSL, Hanover shall replace the connected Hanover-owned LSL concurrent with replacement of the customer-owned LSL provided that the customer or property owner, if the customer is not the property owner, provides Hanover at least 180 days' notice prior to replacing the customer-owned LSL; and
 - b. A statement that a partial LSLR installed after July 23, 2022, will result in termination of service in accordance with Hanover's tariff until both the Hanover-owned LSL and customer-owned LSL have been replaced.
- P-8. In the LSLR Plan's Section 7.a., Hanover indicated that the entire service line must be replaced under PUC regulations if the service line is lead on both sides. Further, Hanover also indicated that if Hanover replaces its portion of the service line, and the customer-owned is also lead, then Hanover will install a temporary water line until the customer has replaced the customer-owned portion of the service line. Pursuant to 52 Pa. Code § 65.62(a)(2), a municipal corporation shall replace the entity-owned LSL concurrent with replacement of the customer-owned LSL within 180 days of the date of a request, or on the LSLR date specified, by the customer, or property owner, if the customer is not the property owner, whichever is later. The Commission notes that Hanover's LSLR Plan is proposing the installation of a temporary above ground line to bypass the customer-owned portion of the service line, which is also lead, as a matter of its regular LSL replacement process would be considered a partial LSLR. Specifically, Hanover's LSLR Plan does not include replacing that portion of the customer-owned service line that extends from the point of connection of the temporary line outside the residential structure to the point of demarcation or the customer's meter inside the residential structure that may also be an LSL. Additionally, the Commission notes that all LSLRs, where the entirety of the service line is an LSL, should be planned by Hanover to be replaced concurrently and not as two disparate efforts that separate the replacement of the

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- entity-owned and customer-owned as distinct activities. Please submit a revised LSLR Plan that removes processes and procedures for the continued provision of water service using a partial LSLR in conformance with Commission regulations.
- P-9. In the LSLR Plan’s Section 8.a.iii., Hanover detailed that if a partial LSL was performed, and the resident fails to return the water test sample and arrange for replacement of the privately-owned portion of the service line with a preapproved, qualified contractor from Hanover’s list within two weeks, Hanover will give notice to the customer that it intends to shut off the temporary water service to the customer’s property. Pursuant to 52 Pa. Code § 65.62(d), the Commission notes that no partial LSLRs were permitted to be installed after July 23, 2022, and must result in termination of service until both the Hanover-owned LSL and customer-owned LSL have been replaced. Please submit a revised LSLR Plan that removes any reference that partial LSLRs will be permitted in conformance with Commission regulations.
- P-10. In the LSLR Plan’s Section 7.c.vi., Hanover indicated that work completed by it or its designated contractors will be warrantied for a period of 18 months after work is completed. However, Hanover’s Pro Forma Tariff, Section 10, indicated that Hanover will provide a two-year warranty. Further, 52 Pa. Code § 65.58(e) requires that the warranty be not less than two years. Please provide a revised LSLR Plan that complies with 52 Pa. Code § 65.58(e) and that aligns with the Pro Forma Tariff.
- P-11. In the LSLR Plan’s Section 7.c.ix., Hanover indicated that if a service is determined to contain lead, and the customer does not wish to have it replaced, the customer will need to execute a “waiver & release” of liability with Hanover. However, neither the Property Owner Agreement, as defined in P-17, included as the LSLR Plan’s Exhibit B nor the Pro Forma Tariff include provisions that require property owners who do not wish to have a service replaced to execute a “waiver & release” of liability with Hanover. Further, pursuant to 52 Pa. Code §§ 65.56(b)(10)(i) through (iii), a customer that refuses the offer by the entity to replace an LSL require the entity to complete documentation of the customer’s refusal. Please provide a revised LSLR Plan that removes the requirement to execute a “waiver & release” of liability with Hanover, and that is conformance with Commission regulations for documenting a customer’s refusal.
- P-12. In the LSLR Plan’s Section 9.b., Hanover indicated that the property owner/customer must reimburse Hanover for the cost of the inspector. Pursuant to 52 Pa. Code § 65.58(d)(1)(iii)(A), a customer or property owner, if the customer is not the property owner, located within a LSLR project area is eligible for a reimbursement of LSLR expenses up to 125% of the average cost the entity would have incurred to perform the replacement of a similarly-sized service line, not to exceed the actual cost. The Commission notes that any inspection costs charged to Hanover customers in order to be eligible for reimbursement would be subject to inclusion in the customer’s

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reimbursement request to Hanover as part of actual LSLR expenses. Specifically, any requirement for inspection would have to be applied equally irrespective of whether the customer-owned LSLR is completed by Hanover and its contractors, or by the customer's contractor. Please provide a revised LSLR Plan that either removes the inspection reimbursement requirement in Section 9.b. or that clarifies in Section 9.b. that LSLR inspection costs may be included as part of the LSLR reimbursement to Hanover.

- P-13. In the LSLR Plan's Section 9.b., Hanover indicated that the property owner/customer must present it with the bill for reimbursement within 30 days of the installation's completion. However, the Pro Forma Tariff, Section 9, and 52 Pa. Code § 65.58(d) require reimbursements for a customer or property owner, if the customer is not the property owner, located within a LSLR project area who replaced their LSL within one year before or from LSLR project commencement up to 125% of the average cost Hanover would have incurred to perform the replacement of a similarly-sized service line, not to exceed the actual cost. Please provide responses to the following:
- a. Explain how the proposed requirement by Hanover for customers to present it with the bill for LSLR reimbursement within 30 days of the installation's completion complies with 52 Pa. Code § 65.58(d) allowing for a customer to seek reimbursement within one year from LSLR project commencement; or
 - b. Provide a revised LSLR Plan, Section 9.b. that modifies the timing for a customer or property owner, if the customer is not the property owner, to seek reimbursement that conforms with the Pro Forma Tariff and Commission regulations.
- P-14. In the LSLR Plan's Section 9.b., Hanover indicated that the property owner will be reimbursed for up to 100% of the cost of a similarly sized service line. However, the Pro Forma Tariff, Section 9, and 52 Pa. Code § 65.58 (d)(1)(iii)(A) require reimbursements for a customer or property owner, if the customer is not the property owner, located within a LSLR project area who replaced their LSL within one year before or from LSLR project commencement up to 125% of the average cost Hanover would have incurred to perform the replacement of a similarly-sized service line, not to exceed the actual cost. Additionally, Section 7.c.vi. of the LSLR Plan indicates that reimbursed costs will be capped at 125% of what it would have cost Hanover to replace a similarly sized service line. Please provide a revised LSLR Plan, Section 9.b. that complies with the Commission regulations.
- P-15. In the LSLR Plan, Hanover did not include a projection of the annual number of LSLRs it intends to complete. However, pursuant to 52 Pa. Code § 65.56(b)(2), Hanover is required to provide the projected number of LSLRs per calendar year with an explanation of how the projection was determined and a statement that this number is consistent with its annual cap on LSLR's. Please provide a revised LSLR Plan that complies with 52 Pa. Code § 65.56(b)(2). The Commission notes that an entity's planned number of LSLRs in its LSLR Plan does not need to match the Pro Forma Tariff's LSLR annual cap, but

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should reflect the entity's projected annual LSL replacement rate that does not exceed the LSLR annual cap.

- P-16. In the LSLR Plan, Hanover did not provide a description of its process for LSLRs under typical conditions and atypical conditions. Pursuant to 52 Pa. Code § 65.56(b)(6)(ii), Hanover is required to include this information in its LSLR Plan. Please respond to the following:
- a. Provide a brief description of how Hanover plans to complete the replacement of LSLs under normal conditions and atypical conditions (e.g., depth to ground water or rock, proximity of other utility services, site conditions, etc.); and
 - b. Submit a revised LSLR Plan that incorporates the requirements of 52 Pa. Code § 65.56(b)(6)(ii).
- P-17. The LSLR Plan's Exhibit B included a copy of a Property Owner Agreement for Lead Service Line Replacement (Property Owner Agreement) to be completed by the property owner, regardless of if they are the customer. However, Hanover's processes and procedures to obtain acceptance of an LSLR prior to an LSLR project commencement were not explained, including how and when Hanover will contact customers and property owners if the customer is not the property owner. Additionally, the United States Environmental Protection Agency's (EPA's) Lead and Copper Rule Improvements (LCRI) finalized October 8, 2024, and effective December 31, 2024, indicate that if property owner consent is required for access, water systems must make a "reasonable effort" to obtain this consent. Under the LCRI, a "reasonable effort" is at least four attempts to engage the property owner using at least two different communication methods (e.g., in-person conversation, phone call, text message, email, written letter, postcard, or door hanger). Please provide a revised LSLR Plan that identifies Hanover's processes and procedures to obtain acceptance of an LSLR prior to LSLR project commencement if the customer is the property owner, and the entity's processes and procedures to obtain acceptance prior to LSLR project commencement if the customer is not the property owner.
- P-18. In the Pro Forma Tariff's Section 4, Hanover included the proposed tariff language "a maximum budgetary amount of \$70,000 per year." However, pursuant to 66 Pa.C.S. § 1311(b)(2)(vi), a new tariff or supplement to an existing tariff approved by the Commission shall include a cap on the maximum number of customer-owned lead water service lines that can be replaced annually. Additionally, Commission regulations under 52 Pa. Code § 65.58(a) require an entity's pro forma tariff or tariff supplement include a cap on the number of customer-owned LSLs that can be replaced annually. The Commission notes that neither the Commonwealth Statute nor Commission regulation makes provision for the inclusion of a budgetary cap on LSLRs in the Pro Forma Tariff.

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Please provide a revised Pro Forma Tariff that removes Hanover's inclusion of a budgetary cap on LSLRs.