

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Eleanor Weaver	:	
	:	F-2025-3054411
v.	:	F-2025-3054412
	:	
Aqua Pennsylvania, Inc.	:	

SECOND INTERIM ORDER

Specification of Issues in
Two Formal Complaints

This Interim Order concerns providing Complainant with an opportunity to specify the issues remaining against Aqua Pennsylvania, Inc. concerning two formal complaints, which concern similar issues about two different service addresses owned by the same formal complainant.

On March 31, 2025, Eleanor Weaver (Ms. Weaver or Complainant) filed a Formal Complaint (First Complaint) with the Pennsylvania Public Utility Commission (Commission) against Aqua Pennsylvania, Inc. (Aqua PA or Respondent), regarding water service to 135 Point Road, West Hickory, Pennsylvania, under Account No. XXXXXXXXXXX-XXX5356 (Point Road Account). Ms. Weaver alleged there were incorrect charges on the bills for the Point Road Account and a reliability, safety or quality problem with the water service provided. Specifically, Complainant alleged Aqua PA charges more for monthly water service than the previous service provider (West Hickory Water) charged. Complainant also alleged Respondent sends more than one bill per month, uses estimates but claims it uses actual meter readings when calculating consumption, charged for service before it acquired the system from West Hickory Water and had multiple water advisories issued due to discolored water or through a water boil notice.

In the Complaint, Ms. Weaver requested to receive service of all documents by electronic mail, and she provided an email in the Complaint.¹

For relief, Ms. Weaver requested a verifiable beginning meter read or, in the alternative, continue to estimate consumption levels equal to 3,000 gallons monthly, a practice used by the previous service provider (West Hickory Water). The Commission docketed the First Complaint at Docket No. F-2025-3054411.

On April 1, 2025, Ms. Weaver filed a Formal Complaint (Second Complaint) with the Commission against Aqua PA, regarding water service to 3480 Main Street, West Hickory, Pennsylvania, under Account No. XXXXXXXXXX-XXX5232 (Main Street Account). Ms. Weaver alleged there were incorrect charges on the bills for the Main Street Account and a reliability, safety or quality problem with the water service provided. Complainant contended Respondent sends two bills each month with the second bill arriving before the first bill is due for payment. Ms. Weaver alleged the bills are confusing, difficult to understand and are based on estimates instead of actual meter readings.

For relief, Ms. Weaver requested evidence of meter readings, bills that are readable and understandable and lower bills. The Commission docketed the Second Complaint at Docket No. F-2025-3054412.

On April 23, 2025, Aqua PA filed an Answer to the First Complaint and the Second Complaint (collectively, the Weaver Complaints) in which Respondent admitted it provides water service to Ms. Weaver at the service addresses but denied all other material allegations in the Weaver Complaints. Aqua PA requested the Weaver Complaints should be dismissed or, in the alternative, the matter should be referred to the Mediation Unit in the Commission's Office of Administrative Law Judge (OALJ).

On May 19, 2025, the OALJ issued the Interim Order sending the Weaver Complaints to mediation.

¹ At the initial hearing conducted on March 19, 2026, Complainant indicated she would prefer service of all documents by First Class Mail. Since March 19, 2026, the Commission has served Complainant by both email and by First Class Mail.

On June 30, 2025, Aqua PA filed the Motion to Consolidate the Formal Complaints of Eleanor Weaver (Motion), pursuant to 52 Pa.Code § 5.81. Aqua PA alleged both formal complaints contained identical issues of fact and law, the same accountholder and consolidation would further judicial economy and avoid needless litigation.

On July 7, 2025, the OALJ issued the Initial Telephonic Hearing Notice, scheduling the proceedings at both dockets for an initial call-in telephonic hearing on September 23, 2025.

On July 10, 2025, the presiding officer issued the First Interim Order which granted Aqua PA's Motion.

On September 16, 2025, Respondent served a copy of its proposed exhibits upon the presiding officer and Complainant by email.

On September 22, 2025, Respondent filed a Certificate of Satisfaction with the Commission, it asserted the two formal complaints filed by Complainant had been satisfied, and the Commission could mark the two proceedings as closed. The Certificate of Satisfaction advised Complainant she had ten days in which to file an objection to the settlement and advised Complainant to send a written objection to the Commission's Secretary's Bureau.

On October 6, 2025, Complainant send the following email to the presiding officer and counsel for Respondent:

I had agreed to a settlement offer proposed by Attorney Morris, on behalf of Aqua. However, I am uncertain if the agreed upon settlement is, in actuality, what took place. In short, I am corresponding this date as I have received the first bills since the settlement offer, and I absolutely CAN NOT tell if the agreement has been honored by Aqua. Part of my original complaint was the billing practices of Aqua, in that they are confusing and impossible to understand. This continues to be the case with the bills received today.

I will correspond with Attorney Morris separately regarding this, as apparently the offer is confidential and I'm not to divulge the terms to anyone. If Ms. Morris and Aqua are unable to explain how the settlement offer was applied, I am requesting Your Honor grant the right to proceed with and set a new date for a hearing.

Accordingly, on October 23, 2025, the OALJ issued the Call-In Telephonic Status Conference Notice, scheduling the proceedings at both dockets for a status conference on December 4, 2025. On October 27, 2025, the presiding officer issued the Prehearing Order which reminded the parties about the status conference and informed the parties about various procedural matters.

On January 8, 2026, the OALJ issued the Call-In Telephonic Hearing Notice, scheduling an initial hearing to be conducted in both dockets March 19, 2026. On the same date, January 8, 2026, the presiding officer issued the Prehearing Order.

On March 19, 2026, the presiding officer convened the initial hearing as scheduled, at which time Complainant was present. Respondent was presented and represented by Margaret Morris, Esquire (Ms. Morris). Heather Harrison, a paralegal for Aqua PA, was present in addition to the court reporter. Complainant advised she did not think the settlement she agreed to with Respondent was reflected in the billing statement she received after the Certificate of Satisfaction was filed, which is why she objected to the settlement.

At the start of the initial hearing, the parties requested an opportunity to discuss the previous settlement and engage in settlement discussions off the hearing record and with the presiding officer. Accordingly, the presiding officer took a recess off the hearing record and engaged in settlement discussions with the parties. During the settlement discussions, the parties agreed to meet for another telephonic conference on April 20, 2026. The parties agreed Aqua PA would provide to the presiding officer and Complainant copies of account summaries for both service addresses in addition to providing a copy of the bills issued by Aqua PA in September 2025 concerning the Point Road Account and the Main Street Account.

On March 19, 2026, the OALJ issued the Telephonic Prehearing Conference Notice, scheduling a conference to be conducted in both dockets on April 20, 2026.

On April 20, 2026, the presiding officer convened the conference as scheduled at which the following individuals were present: Complainant; Counsel for Respondent; and Paralegal for Respondent. The parties discussed the status of settlement discussions and reviewed documentation provided by Respondent concerning credits, account adjustments and meter reading. After extensive discussions, the presiding officer noted a further hearing would be scheduled at which time the parties would have to provide evidence in support of their relative positions.

As preparation for the further hearing, the presiding officer advised Complainant that she would need to specify in writing what issues remain concerning the Point Road Account and the Main Street Account. Specifically, the presiding officer asked Complainant to specify the issues for each service address and indicate what issues remain unresolved from the past and what issues continue in the present and into the future.

Discussion

This Second Interim Order outlines the items and/or issues which Complainant alleges remain unaddressed.

Specifically, Complainant needs to indicate – for the Point Road Account – what charges are incorrect on the bills received since November 1, 2024; what reliability, safety or quality problems with the water service persist; when Respondent sent more than one bill per month; when Respondent used consumption estimates but claimed it used actual meter readings; when it charged for service before the receivership of West Hickory Water began in October 2024; and when there were water advisories issued due to discolored water or a water boil notice.

In addition, Complainant needs to indicate – for the Main Street Account – what charges are incorrect on the bills received since November 1, 2024; what reliability, safety or quality problems with the water service persist; when Respondent sent two bills in a month with the second bill arriving

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Served via email and First-class mail April 21, 2026

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Served via eService April 21, 2026

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