

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Office of Small Business Advocate	:	
	:	
v.	:	C-2025-3058757
	:	
Veolia Water Pennsylvania, Inc.	:	

Office of Consumer Advocate	:	
	:	
v.	:	C-2025-3058865
	:	
Veolia Water Pennsylvania, Inc.	:	

PREHEARING ORDER

On or about November 19, 2025, the Office of Small Business Advocate (“OSBA”) filed a Formal Complaint (“OSBA complaint”) against Veolia Water Company, Inc. (“Veolia”) at Docket No. C-2025-3058757. The OSBA complaint asserts that Veolia has or may have violated its obligations to furnish and maintain adequate, efficient, safe and reasonable services and facilities in compliance with Section 1501 of the Public Utility Code (“Code”), 66 Pa.C.S. § 1501.

On November 25, 2025, the Office of Consumer Advocate (“OCA”) filed a Notice of Intervention in the matter at Docket No. C-2025-3058757.

Also, on November 25, 2025, OCA filed a Formal Complaint (“OCA complaint”) against Veolia at Docket No. C-2025-3058865. The OCA complaint asserts that Veolia did not adequately maintain its system to avoid operational issues and/or did not adequately respond to the quality-of-service issues as required by Section 1501 of the Code, 66 Pa.C.S. § 1501 Veolia did not adequately maintain its system to avoid operational issues and/or did not adequately

respond to the quality-of-service issues as required by Section 1501 of the Code, 66 Pa.C.S. § 1501.

On December 11, 2025, Veolia filed its Answer and New Matter to the OSBA complaint denying the material averments of the OSBA complaint.

Also, on December 11, 2025, Veolia filed a Preliminary Objection (“PO”) to the OSBA complaint.

On December 16, 2025, Veolia filed its Answer and New Matter to the OCA complaint.

Also, on December 16, 2025, Veolia filed a Motion for Consolidation of matters at Docket Nos. C-2025-3058757 and C-2025-3058865.

Additionally, on December 16, 2025, OSBA filed its Answer to Veolia’s PO.

On December 23, 2025, Veolia filed letters at Docket Nos. C-2025-3058757 and C-2025-3058865 advising that Veolia, OSBA and OCA agreed to extend the deadline for OSBA and OCA to reply to Veolia’s New Matter.

On December 29, 2025, the matter at Docket No. C-2025-3058757 was assigned to me.

On December 29, 2025, OSBA was granted an extension to reply to Veolia’s New Matter.

On January 6, 2026, the matter at Docket No. C-2025-3058865 was assigned to me.

On January 7, 2026, OCA was granted an extension to reply to Veolia's New Matter.

On January 13, 2026, the matters at Docket Nos. C-2025-3058757 and C-2025-3058865 were consolidated and Veolia's PO was granted in part. Specifically, OSBA's request for reimbursement for damages was stricken and summarily dismissed from the OSBA complaint.

On January 21, 2026, OSBA and OCA filed replies to Veolia's New Matter.

On January 26, 2026, an Initial Telephonic Prehearing Conference Notice was issued scheduling a prehearing conference for April 14, 2026. Also, on January 26, 2026, a Prehearing Order was issued, which required the parties to submit prehearing memoranda and specified other procedural information. Prehearing memorandums were filed by Veolia, OSBA and OCA in accordance with the Prehearing Order.

The Prehearing Conference was convened as scheduled on April 14, 2026. Counsels for Veolia, OCA, OSBA ("collectively referred to as Parties") appeared. This prehearing order memorializes the matters decided and agreed upon by the Parties attending the prehearing conference.

Litigation Schedule

The Parties will comply with the following litigation schedule:

Public Input Hearings	July 28-29, 2026
Direct Testimony from OSBA and OCA	August 31, 2026
Direct Testimony from Veolia	September 25, 2026
Rebuttal Testimony from OSBA and OCA\	October 19, 2026
Surrebuttal Testimony from Veolia	November 2, 2026

Written Outline of Oral Rejoinder	November 9, 2026
In-Person Hearing	December 2-3, 2026
Main Briefs	December 23, 2026
Reply Briefs	January 14, 2027

Additionally, as agreed to at the prehearing conference, the in-person hearing for this matter shall be held at a hearing room to be determined in the Keystone Building, 400 North Street, Harrisburg, PA 17120.

The above-stated dates are in-hand dates for service on the Parties and the Administrative Law Judge. Electronic service of such material shall be acceptable if the subject email is received by the date due¹. The Administrative Law Judge's e-mail address is callenswor@pa.gov.

Evidentiary hearing days will begin promptly at 10:00 a.m. The Parties must confer before commencement of the hearing to schedule their witnesses to avoid "holes" or "dead time" during the hearing.

Issues

In their respective prehearing memoranda, the Parties identified the issues they may wish to pursue. The reader is directed to these documents to review a recitation of these issues.

Written Testimony and Exhibits

Written testimony shall comply with the requirements of 52 Pa. Code § 5.412 and shall be marked with numerical, sequential statement numbers. Written testimony must be

¹ Electronic service shall be made by 4:00 p.m. on the date indicated unless otherwise indicated.

accompanied by all exhibits to which it relates. No written testimony will be admitted into evidence unless accompanied by a verification or affidavit of the witness.

Confidential Security Information (“CSI”) as defined by 35 P.S. § 2141 *et seq.* should not be transmitted by email or other electronic means. The Parties are to avoid introducing CSI into the record and should develop alternative means, such as joint stipulations or redaction when proposing testimony or exhibits. If there is no other alternative to establish a material fact other than by CSI, the Parties are to contact the Administrative Law Judge immediately and in advance of the evidentiary hearing.

Introduction of Evidence in Rebuttal

The Parties shall comply with the provisions of 52 Pa. Code § 5.243(e) which prohibits the introduction of evidence during rebuttal which should have been included in the party’s case-in-chief or which substantially varies from the party’s case-in-chief unless the party is introducing evidence in support of a proposed settlement.

Public Input Hearings

It has been determined that there will be one day of in-person public input hearings and one day of public input hearings conducted by telephone with two sessions each day.

Public input hearings are scheduled for July 28, 2026 and July 29, 2026. In-person public input hearings will be held on July 28, 2026 at the Susquehanna Township Administration Office - Pincus Room, 1900 Linglestown Road, Harrisburg, PA 17110 at 1:00 p.m. and 6:00 p.m. Telephonic public input hearings are scheduled for July 29, 2026. Veolia shall publish notice of the date, time and registration instructions for the public input hearings in newspapers of general circulation in Veolia’s service territory, weekly, for two consecutive weeks, if possible, in consideration of necessary lead time for publication. Veolia shall file proof of publication with the Commission’s Secretary’s Bureau. Veolia is further ordered to publish

notice of the public input hearings on its website, social media and through any other electronic means available.

Public input hearing notices have been issued setting forth procedures to be followed regarding registration and participation at the public input hearings. Pre-registration is strongly encouraged for public input hearings at which the witness seeks to testify.

Hearing exhibits proposed for telephonic public input hearings shall be required to be submitted electronically to the assigned legal assistant, at sarcavanau@pa.gov, by 10:00 a.m. on July 28, 2026. The proposed exhibits shall be submitted in a form acceptable for admission into the record by the Commission Secretary and must be received timely by the Administrative Law Judges consistent with this order with attachments that are properly uploaded and readily able to be opened, viewed and transferred to the active Parties. The proposed exhibits will be forwarded by the Office of Administrative Law Judge electronically to counsel for the Parties, where appropriate.

The proposed exhibits may not be considered in the event of the failure to comply with the requirements set forth in this Order.

Veolia shall be required to, at a minimum, generate a notice of the Public Input Hearings that contains all relevant information as to date, time, location, and phone numbers and access codes and further be required to advertise the notice: (1) in the general readership section (not legal section) of local newspapers within the service territory; (2) on its website; and (3) in social media posts which Veolia utilizes to advertise generally. The Parties involved in the proceeding shall be provided a copy of Veolia's proposed public input hearing notices/announcements prior to their publication and distribution and have input into which publications the ads are placed.

Telephonic Public Input Hearing Notices shall include language similar to the following, and include the phone numbers and access codes for the public to participate in the telephone public input hearings set forth below:

At the above date and time, you must call into the Public Input Hearing in Order to participate. You will not be called by the Presiding Officers. To participate in the Public Input Hearing you must dial the toll-free Conference number below, you must enter the PIN number below when instructed, and you must speak your name when prompted, and press #. The telephone system will then connect you to the hearing. The number you will call is:

Toll-free Bridge Number: 888.537.9826

PIN Number: 59951562

In addition, if you require an interpreter to participate in the hearings, every reasonable effort will be made to have an interpreter present. Please email the Presiding Officers' legal assistant Sarah Cavanaugh at sarcavanau@pa.gov or call the office at 717-787-1399 as soon as possible but at least ten (10) business days prior to the hearing to submit your request.

TTY-based Telecommunications Relay Service number for persons who are deaf or hearing-impaired is: 711.

Discovery

The Parties did not propose any changes to discovery rules in the prehearing memoranda. The Parties shall engage in informal discovery whenever and wherever possible in an attempt to resolve any discovery disputes amicably. 52 Pa. Code § 5.322. If this process fails, the Parties have recourse to the Commission's procedures for formal discovery, as herein modified. 52 Pa. Code §§ 5.321, *et seq.* The Parties must not send the Administrative Law Judge discovery material or cover letters, unless attached to a motion to compel. **All motions to compel must contain a certification of counsel of the informal discovery undertaken and**

their efforts to resolve their discovery disputes informally. If a motion to compel fails to contain such certification, the Administrative Law Judge will contact the Parties and direct them to pursue informal discovery.

All discovery due dates shall be “in-hand” and electronic or fax service on the due date will satisfy the “in-hand” requirement.

Settlement and Stipulations

The Parties are reminded it is the Commission’s policy to encourage settlements. 52 Pa. Code § 5.231(a). The Parties are strongly urged to seriously explore this possibility. If settlement is not feasible, the Parties are encouraged to stipulate to any matters they reasonably can to expedite this proceeding, lessen the burden of time and expenses in litigation on all Parties and conserve precious administrative hearing resources. 52 Pa. Code §§ 5.232 and 5.234. All stipulations entered into by the Parties must be reduced to writing, signed by the Parties to be bound thereby, and moved into the record during the hearing in this case. An exception to this requirement may occur when circumstances of time and expediency warrant. If so, an oral presentation of a stipulation is permissible, if it is followed by a reduction to writing as herein directed.

Cross-Examination

Friendly cross-examination or cumulative cross-examination during hearings will not be permitted. 52 Pa. Code §§ 5.76; 5.243.

Briefs and Reply Briefs

The Parties must comply with 52 Pa. Code §§ 5.501, et seq., regarding the preparation and filing of briefs. Briefs must include proposed findings of fact, proposed conclusions of law and proposed ordering paragraphs. Page limitations on briefs will be discussed on or before the last day of hearing. The Parties shall submit to each Administrative

Law Judge one copy by email. The electronic version of a brief must be prepared in Microsoft Office Word format. If in doubt, please email the Office of Administrative Law Judge for clarification.

Continuances

You may request a continuance of the hearing if you have a good reason. Continuances will be granted only for good cause. To request a continuance, you must submit a written motion at least five (5) days before the hearing date. Your motion must be served on all parties, state the reason for the request and state whether the other Parties agree to the request.

Modification

Any of the provisions of this Prehearing Order may be modified upon motion and good cause shown by any party in interest.

Date: June 25, 2026

_____/s/
Chad L. Allensworth
Administrative Law Judge

C-2025-3058757 - OFFICE OF SMALL BUSINESS ADVOCATE v. VEOLIA WATER PENNSYLVANIA INC

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