

NOTICE OF IN-PERSON AND TELEPHONIC PUBLIC INPUT HEARINGS

For the Formal Complaints of the Office of Small Business Advocate and the Office of
Consumer Advocate Regarding the Quality of Service Provided by
Veolia Water Pennsylvania, Inc.

Docket Nos.
C-2025-3058757
C-2025-3058865

The Pennsylvania Public Utility Commission (“PUC”) will conduct four Public Input Hearings concerning the complaints filed by the Office of Consumer Advocate (“OCA”) and the Office of Small Business Advocate (“OSBA”) regarding the service quality provided by Veolia Water Pennsylvania, Inc. (“VWPA”) during the period between June 22, 2025 and September 30, 2025 in portions of Susquehanna Township, Lower Paxton Township, Swatara Township, and Marysville Borough. These hearings are intended to receive public comment regarding the adequacy, efficiency, safety and reasonableness of service and facilities provided during the above-referenced period in the identified locations, including:

1. service interruptions, water quality concerns, and operational responses;
2. Veolia’s customer service and communications; and
3. Veolia’s remedial actions.

The public input hearings are intended to address only those issues raised in the complaints.

The in-person and telephonic hearings will be held at the following times and places:

Presiding Officer: Administrative Law Judge Chad Allensworth

IN-PERSON PUBLIC INPUT HEARINGS

Pre-registration is not required.

Date: July 28, 2026

Time: 1:00 p.m.

Location: Susquehanna Township Building
1900 Linglestown Road, Harrisburg, PA 17110

Date: July 28, 2026

Time: 6:00 p.m.

Location: Susquehanna Township Building
1900 Linglestown Road, Harrisburg, PA 17110

TELEPHONIC PUBLIC INPUT HEARINGS
Pre-registration is encouraged. Read below.

Date: July 29, 2026

Time: 1:00 p.m.

Pre-registration is encouraged by July 29, 2026 at 10 AM.

Date: July 29, 2026

Time: 6:00 p.m.

Pre-registration is encouraged by July 29, 2026 at 10 AM.

Toll-free Conference Number: **888.537.9826**

PIN Number: **59951562**

- You must dial the toll-free Conference number above
- You must enter the PIN number above when instructed
- You must speak your name when prompted, and press #
- Then, the telephone system will connect you to the hearing

PRE-REGISTRATION FOR TELEPHONIC PUBLIC INPUT HEARINGS: To testify at the telephonic Public Input Hearings, pre-registration is encouraged by July 29, 2026 at 10 AM. Failure to pre-register could result in you not being called to testify by the PUC judge. To pre-register to testify by telephone, please contact the PUC Judge's Legal Assistant, Sarah Cavanaugh, by email at sarcavanau@pa.gov by phone at 717.783.5179 and provide the requested information.

NEED ASSISTANCE WITH PRE-REGISTRATION? If you need assistance pre-registering to testify, you may have someone register for you, but they will need to provide the PUC Judge with all the information listed above. Additionally, if more than one person in your household would like to testify, one person may pre-register for other individuals in the same household by providing the PUC Judge's Legal Assistant with the above-listed information for each individual.

REQUESTS FOR INTERPRETERS: If you require an interpreter, please pre-register as soon as possible. If you register too close to the hearing date, we may not have enough time to arrange for an interpreter. If you request an interpreter, the PUC will make reasonable efforts to have one present. The AT&T Relay Service number for persons who are deaf or hearing-impaired is: 1-800-654-5988.

HEARING EXHIBITS: If you have any hearing exhibits to which you will refer during the hearing, please email them to the PUC Judge's Legal Assistant, Sarah Cavanaugh, at sarcavanau@pa.gov. The PUC Judge will forward your exhibits to all the parties. Exhibits for the public input hearing must be received by the PUC Judge by July 28, 2026 at 10 AM.

QUESTIONS? The OCA represents the interests of utility customers before the PUC and the OSBA represents the interests of small business utility customers before the PUC. If you have questions about the public input hearings or the Formal Complaints, please contact the OCA toll

free at 1-800-684-6560 or by email at consumer@paoca.org or the OSBA toll free at 717-783-2525 or by email at osba@pa.gov. Additionally, the OCA and/or the OSBA can help customers pre-register for the Public Input Hearings.

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

C-2025-3058865 - OFFICE OF CONSUMER ADVOCATE v. VEOLIA WATER PENNSYLVANIA INC

REBECCA LYTTLE ESQUIRE
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Served via email July 20, 2026

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Served via eService July 20, 2026

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Served via eService July 20, 2026

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(Counsel for Veolia Water Pennsylvania Inc)