
Office of Consumer Advocate,	
v.	
Veolia Water Pennsylvania Inc.	
In-Person Public Input Hearing	

Pages 40 - 147	

	Docket Nos.:
	C-2025-3058757
	C-2025-3058865
Susquehanna Township	
Building	
1900 Linglestown Road	
Harrisburg, PA 17110	

INDEX TO EXHIBITS

Docket No. C-2025-3058757, C-2025-3058865

Hearing Date: July 28, 2206

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
Kim-1	93	94
Senator Kim Statement		
Cadau-1	102	102
Photo		
Cadau-2	102	102
Photo		

Cadau-3	102	102
Photo		
Cadau-4	102	102
Photo		
Cadau-5	103	103
Photo		
Cadau-6	103	103
Photo		
Cadau-7	103	103
Photo		
Cadau-8	103	103
Photo		
Cadau-9	103	103
Water Test Results		
Hassenbein-1	117	117
Statement and Pictures		
Truett-1	127	127
Bucket Photo		
Truett-2	127	127

Photo

Drees-1	136	139
---------	-----	-----

Pre-Flush Picture

Drees-2	136	139
---------	-----	-----

Post-Flush Picture

Drees-3	136	139
---------	-----	-----

Puddle Picture



IN THE MATTER OF

Office of Small Business Advocate v. Veolia Water Pennsylvania, Inc.

C-2025-3058757

Office of Consumer Advocate v. Veolia Water Pennsylvania, Inc.

C-2025-3058865

Before Administrative Law Judge Chad L. Allensworth

Testimony of Senator Patty Kim

I am the Senator duly elected to represent Senate District 15 which encompasses a substantial portion of Dauphin County, including Lower Paxton Township, Susquehanna Township, and Swatara Township, local municipalities served by Veolia Water Pennsylvania, Inc. ("Veolia").

I appreciate the opportunity to provide testimony in this Public Utility Commission ("PUC") proceeding in the above-referenced matters to gather public input on alleged operational, reliability, and service-related issues that constituents began contacting me about in Summer 2025 and continue today.

The primary issue to be examined at this hearing is whether the character of utility services and facilities furnished and maintained by Veolia was adequate, efficient, safe, reasonable, reasonably continuous, without unreasonable interruptions or delay, and in conformity with PUC regulations or orders pursuant to 66 Pa. C.S. § 1501.

This was not a random, isolated event. Rather, it has been a pattern of recurring incidents over an extended period of time including in the midst of intense summer heat.

While the volume of constituents contacting my office about Veolia water issues has dropped from the initial incidents, I find it unacceptable that Veolia's customers in Senate District 15 continue to report discolored water issues on a fairly regular basis after a year-plus of calls to identify and fix the underlying causes. I find it equally disappointing that Veolia initially failed to take responsibility for the incidents and outages in question and failed to meet adequate and appropriate standards in their response to repeated disruptive events with forthright and proactive communication to its impacted customers.

Veolia's response to the Summer 2025 incidents, at the very least, amounted to a failure in transparency, accountability and corporate social responsibility.

However, I am encouraged by recent improvements in Veolia's communications to legislative offices, local officials, and its customers. I also acknowledge the preliminary steps Veolia has taken to improve system conditions including additional flushing, water main/line inspections to assess areas for capital improvements and exploring adjustments to treatment processes at the Sixth Street treatment plant. I call on Veolia to fully and decisively see these efforts through and implement a comprehensive strategy to prevent the issues experienced in Summer 2025 from ever happening again.

Legal & Regulatory Considerations

We have a constitutionally enshrined right as Pennsylvanians to clean water:

"The people have a right to clean air, pure water, and to the preservation of the natural, scenic, historic and esthetic values of the environment. Pennsylvania's public natural resources are the common property of all the people, including generations yet to come. As trustee of these resources, the Commonwealth shall conserve and maintain them for the benefit of all the people."

-- Article I, Section 27 Pennsylvania Constitution

As a public utility, Veolia is required by law to provide the customer with adequate and reasonable service under Section 1501 of the Code, which provides, in relevant part:

§1501. Character of service and facilities Every public utility shall furnish and maintain adequate, efficient, safe, and reasonable service and facilities, and shall make all such repairs, changes, alterations, substitutions, extensions, and improvements in or to such service and facilities as shall be necessary or proper for the accommodation, convenience, and safety of its patrons, employees, and the public. Such service also shall be reasonably continuous and without unreasonable interruptions or delay. Such service and facilities shall be in conformity with the regulations and orders of the commission. 66 Pa.C.S. § 1501.

Factual Background

Based on the OCA's informal investigation, the OCA alleges that a series of operational events occurred in Veolia's service territory between approximately June 22, 2025, and July 8 through 9, 2025, that resulted in high turbidity, water discoloration, and a lack of potable

drinking water quality. These events impacted customers in Lower Paxton Township, Susquehanna Township, Swatara Township and Marysville Borough. These operational events included, at a minimum:

- (1) a June 22, 2025, event involving the automatic shutdown of a high service pump at the 6th Street Harrisburg intake/treatment plant;
- (2) a June 24 event involving a hydrant;
- (3) a second June 24 event involving a large demand event and pump issue in Marysville;
- (4) a July 2 main break of a 24" main in Susquehanna Twp;
- (5) a July 6 main break in Lower Paxton Township plus a hydrant event; and
- (6) a July 28 water main break along Derry Street (between 47th and 48th Streets) in Swatara Township.

Additionally, according to the Consumer Advocate's informal investigation, it appears that the impacts were not limited to the six events identified above, and that the water discoloration events persisted for customers through at least September 2025.

Issues to be Considered

The Office of Small Business Advocate and the Office of the Consumer Advocate filed a formal complaint against Veolia asserting 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.

The Office of Small Business Advocate and the Office of the Consumer Advocate have identified the following list of issues that should be evaluated in this proceeding, namely:

- (1) When the water discoloration began and ended;
- (2) The number of customers affected;
- (3) Whether Veolia violated, 66 Pa. C.S. § 1501, to provide adequate, efficient, safe, reasonable, and reliable service to its customers;
- (4) Whether Veolia complied with regulated drinking water standards, including reporting requirements;

- (5) Whether Veolia failed to take timely corrective action once discoloration issues were known;
- (6) Whether Veolia customer service employees were trained adequately to respond to inquiries and/or complaints about water discoloration;
- (7) Whether adequate remedial measures were awarded to Veolia customers; and
- (8) Whether Veolia provided timely and critical information to its customers by means of its customer service team, by social media, and/or its website.

Discussion

As a general proposition, neither the Public Utility Code nor the PUC's regulations require public utilities to provide constantly flawless service. The Public Utility Code at 66 Pa.C.S. § 1501 does not require perfect service or the best possible service but does require public utilities to provide reasonable and adequate service.

Analytical Lab. Servs., Inc. v. Metro. Edison Co., Docket No. C-20066608; Emerald Art Glass v. Duquesne Light Co., Docket No. C-00015494 .

Every water system occasionally has discolored water in portions of its system from main breaks, regular flushing of the system, flushing of isolated portions of the system due to unique issues at particular locations, third parties using fire hydrants, and so forth. However, the crux of this case concerns an abnormal and recurring series of incidents that caused discolored water in the impacted areas intermittently beginning June 22, 2025, until July 28, 2025, and allegedly beyond.

It is, however, atypical for several such incidents to occur repeatedly in a short period of time in the same general vicinity.

The essence of this case in my view is a lack of timeliness and adequacy of information on the part of Veolia in responding to complaints about discolored water.

This was not an insignificant service disruption. The impact of the incidents impacted a critical mass of Veolia customers. According to Veolia's own information¹, as of November 30, 2025, Veolia was aware of 111 informal complaints that had been filed with the PUC's Bureau of Consumer Services regarding discolored water from the Abnormal Series of

¹ https://local21news.com/resources/pdf/20e20ed7-9c30-4c8a-85f2-278c66632c10-VWPA2025OCAVWPAAnswera1dNewMattertoOCAComplaint_Dkt20253058865Dec.162025.pdf#toolbar=0&navpanes=0&scrollbar=0

Incidents. Based on a further review of its records, during the period from June 22 through July 31, 2025, Veolia received 1,315 calls regarding discolored water from 901 unique customer accounts, as follows:

Calls to VWPA	Commercial Customers	Residential Customers	Total
Total calls	93	1,222	1,315
Calls from Unique Customer Accounts	46	855	901

These incidents give rise to much more than a mere “inconvenience”. Issues with water quality and quantity create serious if not life-threatening emergencies for vulnerable populations: kidney dialysis requires continuous, sterile water; infants need safe formula preparation; and homebound, elderly and immunocompromised individuals rely on water for medication and sanitation. But it also impedes bathing and personal hygiene; cooking and food preparation; cleaning and sterilization; pet care; staining of clothes, to name but a few lesser impacts on basic everyday living. My office has received numerous examples of this from constituents over the last year.

Also, it is my position that Veolia exhibited an egregious failure to promptly take responsibility for and communicate its failures.

It initially failed to take responsibility for its failures, failed to provide alternative water sources and failed to provide adequate timely notice/updates of the water emergency by the water service outage or service interruption.

Veolia blamed the incidents on a disruption at a water treatment plant in Susquehanna Township, followed by an “unprecedented” eight water main breaks in a six-week period. The company said the breaks, along with permitted and unpermitted hydrant usage, contributed to the water issues. This prompted the local fire company to state that they felt like ‘the scapegoat’ for ongoing water issues caused by Veolia,

In the end, for weeks, customers in Lower Paxton and Susquehanna Township and Marysville were told by Veolia that discolored water issues had been caused by a water pressure drop at their Sixth Street plant, or the use of a hydrant, and finally by water main breaks.²

² Veolia Water customers disappointed after water main break amid ongoing water issues
<https://local21news.com/news/local/veolia-water-customers-disappointed-after-water-main-break-amid-ongoing-water-issues-wandering-way-susquehanna-township>

Rescue Fire Company #37 conducted training at a hydrant on Deer Path Road — the one Veolia stated could be causing discoloration.

Capt. Mike Kruska said, "I've been a firefighter for 40 years. It does drop the pressure in the neighborhood. Could you have some disturbances in the system? Absolutely. But to have coffee, brown colored water and blame it on one hydrant. That's discouraging."

Veolia said they cannot determine the exact cause of the discoloration but are working around the clock to resolve the issue.³

Initially Veolia claimed the water was safe⁴:

Veolia Water reiterated that their testing has found the water is safe for use, though the ongoing issues and murky waters have only created more doubt from customers in the Lower Paxton, Susquehanna and Marysville areas.

Customers were being asked to run their own faucets until they run clear.

The company's regional president of the Mid Atlantic Division, Larry Finnicum, issued the following statement:

Veolia's maintenance teams are actively flushing the water system to resolve the discolored water issue affecting Susquehanna Township and Lower Paxton Township. While the water may be discolored, our regular testing confirms it remains safe for use with all samples testing negative for bacteria. We are working diligently to resolve this issue and encourage customers to contact our customer service team at 888-299-8972 with any concerns. We apologize for this inconvenience and thank you for your patience as we work to restore normal water conditions.

But later cautioned customers against drinking said water. From CBS 21 reporting we know that⁵:

³ Fire company says they feel like 'the scapegoat' for ongoing water issues in Dauphin, Perry counties
<https://www.wgal.com/article/d-scolored-water-dauphin-perry-counties/65212101>

⁴ Veolia Water customers disappointed after water main break amid ongoing water issues
<https://local21news.com/news/local/veolia-water-customers-disappointed-after-water-main-break-amid-ongoing-water-issues-wandering-way-suquehanna-township>

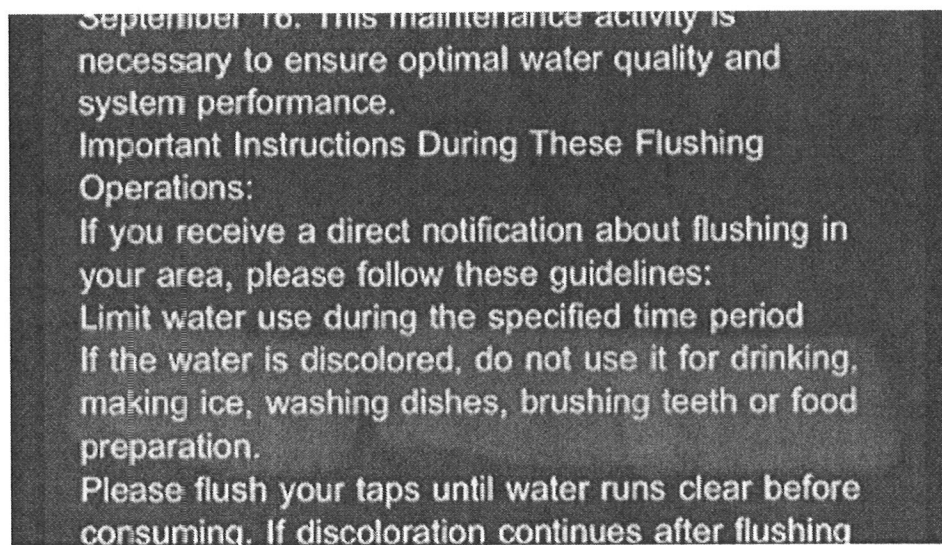
⁵ Veolia Water tells customers not to drink the water after months of saying it was safe
<https://www.msn.com/en-us/news/us/veolia-water-tells-customers-not-to-drink-the-water-after-months-of-saying-it-was-safe/ar-AA1MH1eh?>

Veolia Water tells customers not to drink the water after months of saying it was safe

Veolia Water Company has sent out a new warning to customers amid ongoing discoloration issues.

The company said the Pennsylvania Department of Environmental Protection requested another round of hydrant flushing and testing.

While neighbors in Lower Paxton tell CBS 21 that they're all too familiar with discolored water, they said this recent update from the company has come as a surprise.



Following a meeting in August 2025 hosted by me and state Rep. Justin Fleming, Veolia committed to taking several actions, including holding a series of public meetings for their customers in the Harrisburg region who had experienced discolored water. ⁶

Consequently, Veolia offered credits on bills to those affected by discolored water in Harrisburg area. The announcement by virtue of a meeting hosted by state Senator Patty Kim and state Representative Justin Fleming. ⁷

⁶ <https://www.pahouse.com/fleming/InTheNews/NewsRelease/?id=139753>

⁷ Veolia offering credit on bills to those affected by discolored water in Harrisburg area
<https://www.fox43.com/article/news/local/dauphin-county/veolia-offering-credits-discolored-water-harrisburg/521-6d7d16df-1d37-4134-82d2-e1bf3abde209>

Courts have previously ruled on the jurisdiction conferred by the Pennsylvania Safe Drinking Water Act to the DEP and the limitations on the Commission's authority over drinking water in *Rovin, D.D.S. v. Pennsylvania Public Utility Commission, 502 A.2d 785 (Pa.Cmwlth. 1986)*. Precedent makes clear the distinction between water service, which the Commission may regulate, and water quality, which may only be regulated by the DEP. *Rovin, 502 A.2d at 787*.

As the agency entrusted with the jurisdiction to administer and enforce the federal and state standards relating to disinfectants applied to drinking water, DEP evaluated the public health issues associated with the Veolia incidents in Senate District 15. In particular, DEP found that some of those factors may have been caused by:

- 1) high service pumps losing pressure
- 2) line breaks causing pressure disruption
- 3) aging distribution piping
- 4) inadequate hydrant flushing in parts of the distribution system which Veolia does not own (ie: private lines/hydrants).

DEP required Veolia to address these concerns in various ways, such as:

1. Increased monitoring and sampling
2. Additional sampling for iron/manganese
3. Inspecting and cleaning all water storage tanks
4. Updating the annual hydrant flushing program
5. Provide plan for addressing aging line replacement
6. Work with customers (rental properties) who own private hydrants to assist them with proper maintenance of the hydrants and lines
7. Eliminating dead ends in neighborhoods to increase water flow in those areas

I am keenly interested in Veolia providing our office, and the general public, with a capital plan to address underlying infrastructure issues causing discoloration and a corresponding commitment to adequately invest in such improvements.

Recommendations:

I believe that the cumulative quality of service concerns and complaints raised in this proceeding justify this further investigation by the PUC. This proceeding should culminate with the issuance of a root cause analysis report exhibiting key findings leading to the

issuance of recommendations for future actions by Veolia, including but not limited to, modification to company practices, procedures, or enhancements to its long-term infrastructure improvement plan.

It is my belief that given the duration of the discoloration events for the Summer and Fall of 2025, that Veolia did not adequately maintain the system to avoid the operational events and/or did not adequately respond to the service quality issues as required by Section 1501 of the Public Utility Code. While Veolia has shown marked improvement in proactively communicating with its subject municipalities and customers, there is room for systemic improvements.

This proceeding is part next in its investigation of Veolia's actions and in its responsibility to maintain facilities and in its level of infrastructure investment to avoid these types of events and in Veolia's actions taken in response to the events to determine if they satisfy reasonable and adequate utility service as required by law.

I believe Veolia customers deserve a systemic investigation that goes beyond blaming a multitude of disparate causes for ongoing service disruptions and restores confidence in the system's ability to provide clean, safe drinking water. This includes determining if there is inadequate infrastructure investment or maintenance practices currently contributing to recurring events, or if Veolia has failed to make adequate repairs, changes, alterations, substitutions, extensions, and improvements in or to such service and facilities as shall be necessary or proper for the accommodation, convenience, and safety of its patrons, employees, and the public. To date, my office is not aware of any such analysis.

Several months before the outbreak of the incidents in Dauphin County, the PUC issued a "Management and Operations Audit for Veolia Water Pennsylvania" outlining 15 actionable recommendations for operational improvements and cost savings. The audit identified significant opportunities for Veolia to improve operational efficiency and customer service.

As part of its agreement with the PUC, Veolia planned to substantially complete most of the recommended actions by December 2025. The PUC's audit staff is required monitor the company's progress as part of its next Management Efficiency Investigation, scheduled to begin in mid-2027.⁸

⁸ PUC Issues Management and Operations Audit for Veolia Water Pennsylvania | PA PUC
<https://www.puc.pa.gov/press-release/2025/puc-issues-management-and-operations-audit-for-veolia-water-pennsylvania-01232025>

The management and operations audit of Veolia carried out by the PUC rated the area relative to the expected performance level at the time of the audit. This expected performance level is the state at which each functional area should be operating given the company's resources and general operating environment. Two areas were rated as "Moderate Improvement Necessary": 'Water Operations' and 'Customer Service'.

Interestingly, these appear to be the two areas where Veolia fell short during the summer 2025 incidents.

Exhibit I-1
Veolia Water Pennsylvania Inc.
Management and Operations Audit
Functional Rating Summary

Functional Area	Meets Expected Performance Level	Minor Improvement Necessary	Moderate Improvement Necessary	Significant Improvement Necessary	Major Improvement Necessary
Executive Management and Organizational Structure		X			
Corporate Governance		X			
Cost Allocations and Affiliated Interests	X				
Financial Management	X				
Water Operations			X		
Emergency Preparedness			X		
Purchasing and Materials Management		X			
Customer Service			X		
Human Resources and Diversity		X			

Source: <https://www.puc.pa.gov/pcdocs/1863117.pdf>

Veolia Water Pennsylvania Inc. (D-2024-3045217)

On January 23, 2025, the Commission released to the public the final audit report on the staff-completed MA of Veolia Water Pennsylvania Inc. (VWPA). The audit report contained 15 recommendations. The company's Implementation Plan, dated January 9, 2025, indicated acceptance of 13 recommendations and partial acceptance of two recommendations.

During the audit, nine functional areas or specific issues were examined in-depth. The distribution of the auditors' functional ratings and the number of recommendations by chapter/functional area are as follows:

Functional Ratings	Chapter / Functional Area	Number of Recommendations
Major Improvement Needed (0)	None	0
Significant Improvement Needed (0)	None	0
Moderate Improvement Needed (3)	VII – Water Operations	4
	VIII – Emergency Preparedness	3
	X – Customer Service	2
Minor Improvement Needed (3)	III – Executive Management & Organizational Structure	2
	IV – Corporate Governance	1
	IX – Purchasing and Materials Management	2
	XII – Human Resources and Diversity	1
Meets Expected Performance (0)	V – Cost Allocations and Affiliated Interests	0
	VI – Financial Management	
Total Recommendations		15

Source: <https://www.puc.pa.gov/pcdocs/1896257.pdf>

I would recommend that the PUC perform a full examination of the legal and regulatory required and agreed-to practices and recommendations by Veolia to prevent similar complaints in the future in Senate District 15 and elsewhere in our Commonwealth.

I stand in solitary with my constituents whose lives were impacted.

Thank you for the opportunity to provide testimony in this matter.

Respectfully submitted,

Senator Patty Kim

July 27, 2026

Veolia Water
Consumer Hearing
Exhibit #1

2:55

Exhibits - Roseann Cadau
Jun 24, 2025 >
8:00 PM

Docket 2025-3058865
★ 2025-3058157



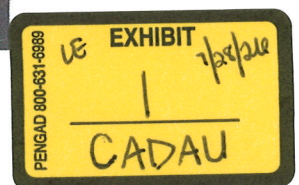
Share

Edit

Ask

Add to

Trash



Veolia Water
Consumer Hearing
Exhibit #2

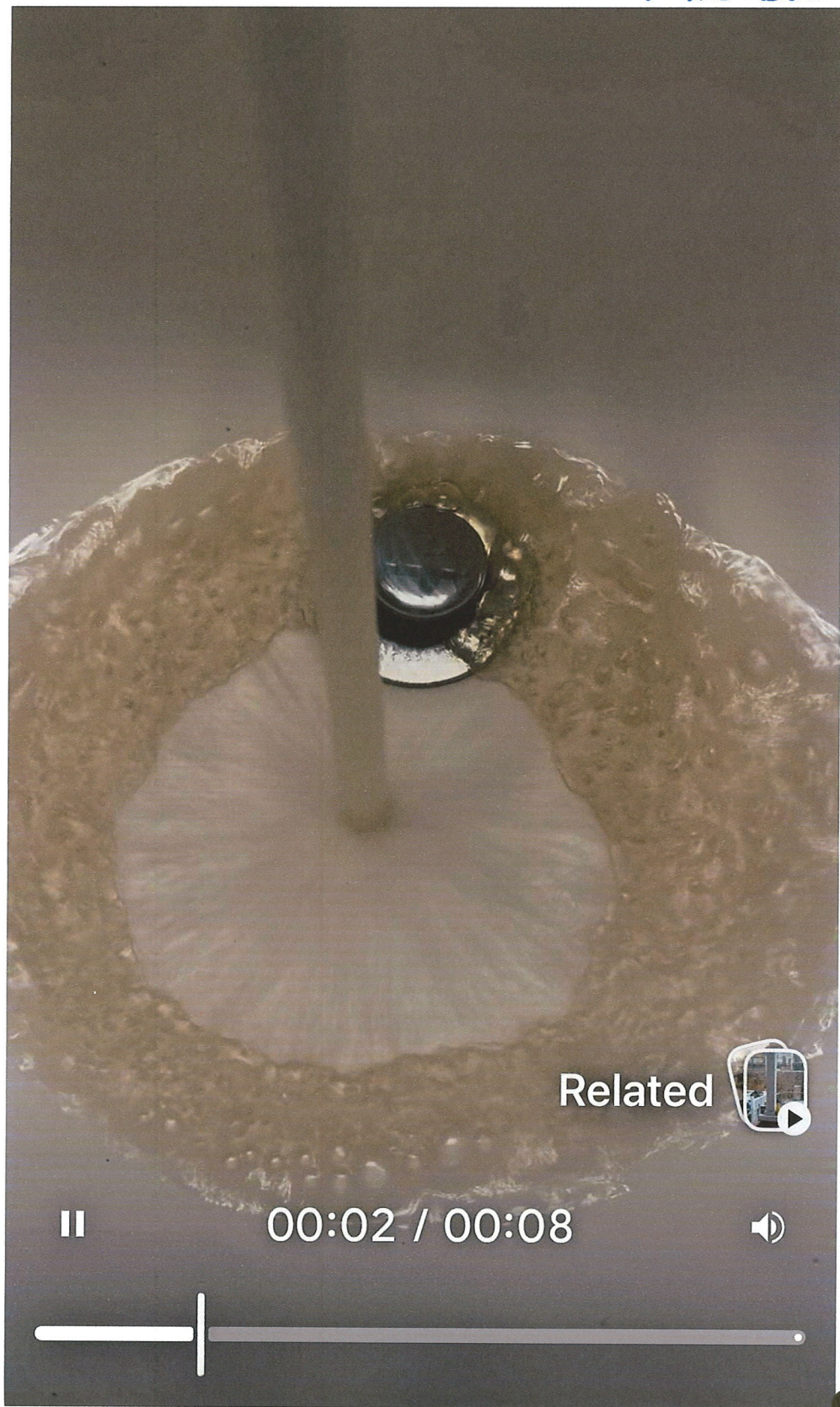
2:55



Exhibits. Roseann Cadan Acket 2025-3058865

Jun 24, 2025 >
8:01 PM

C-2025-3058157



Related



00:02 / 00:08



Share

Edit

Ask

Add to

Trash

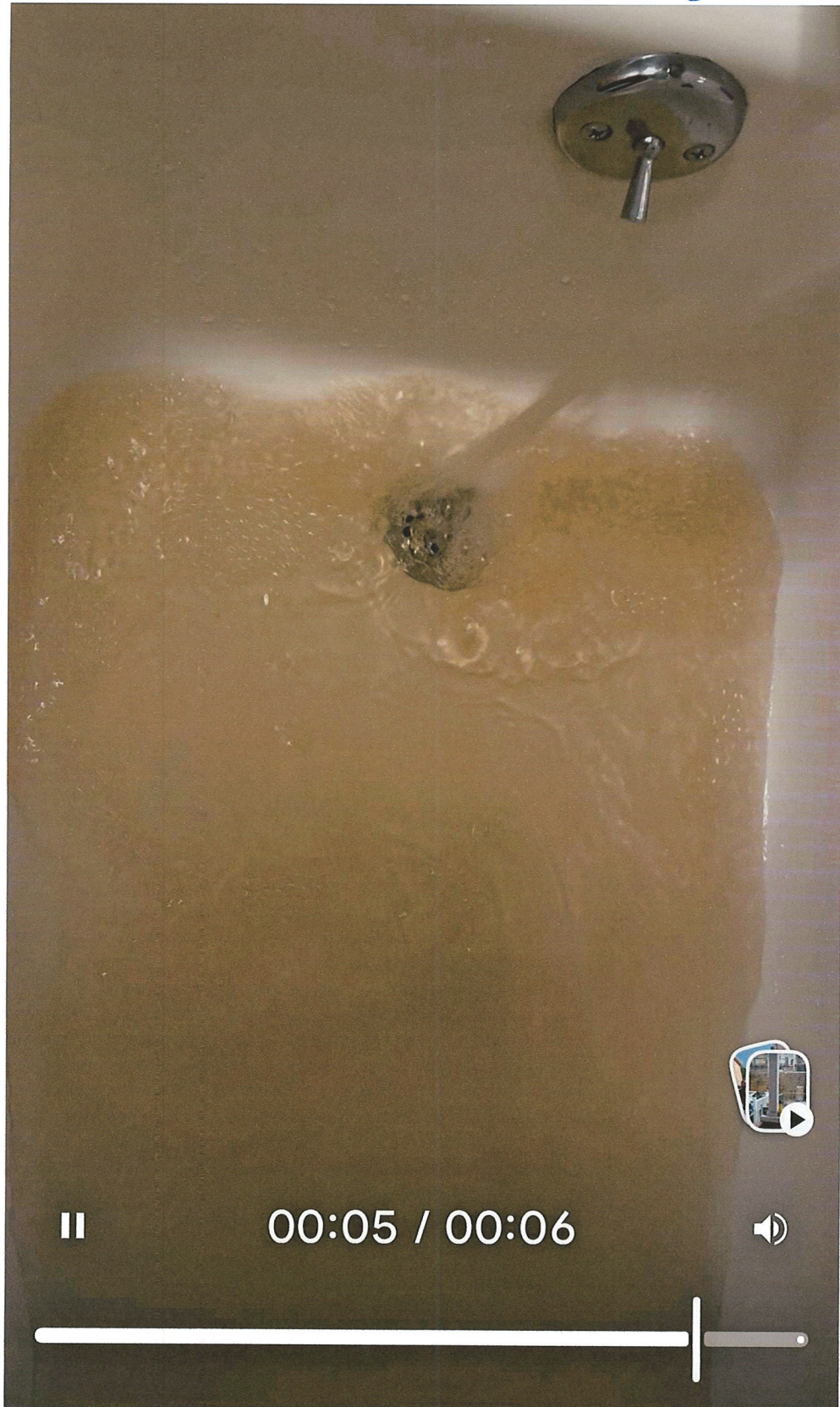
EXHIBIT
2
CADAN
1/28/20
PEINGAD 800-631-6889

Veolia Water
Consumer Hearing
Exhibit #3

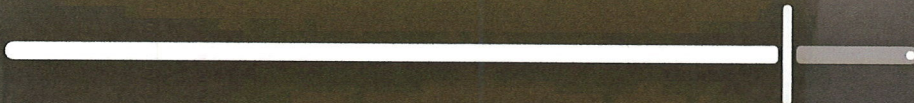
2:56

Exhibits • Roseann Cadau Docket 2025-3058865
Jun 26, 2025 >
7:52 PM

☆ ...
C 2025-3058157



00:05 / 00:06



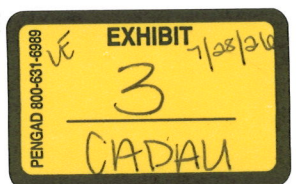
Share

Edit

Ask

Add to

Trash



Veolia Water
Consumer Hearing
Exhibit #4

2:56

Exhibits • Rose ann Cadan Docket. 2025-3058865
Jun 30, 2025 >
11:09 AM



...

C-2025-3058157



Share



Edit



Ask



Add to



Trash



Veolia Water
Consumer Hearing Exhibits
Exhibit # 5

3:14

Roseann Cadau
Oct 31, 2025 >
7:21 PM



Docket # 2025-3058865
☆ ... C-2025-3058157



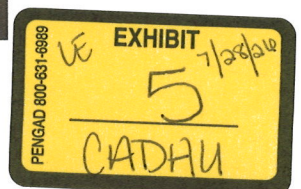
Share

Edit

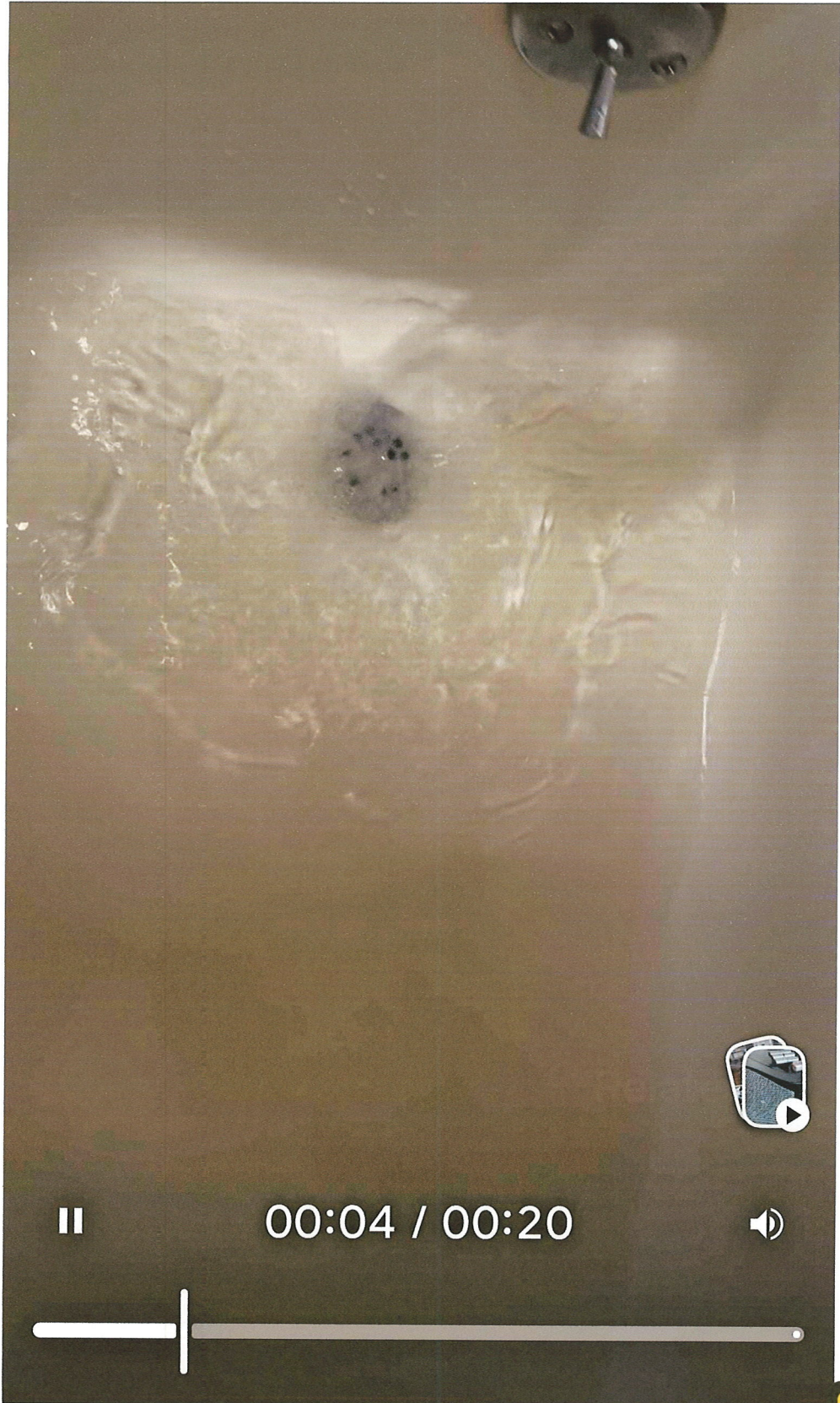
Ask

Add to

Trash



Veolia Water
Consumer Hearing Exhibits - Roseann Cadan Docket - C-2025-3058865
Exhibit # 6 < Nov 6, 2025 > 6:35 AM ☆ C-20258151



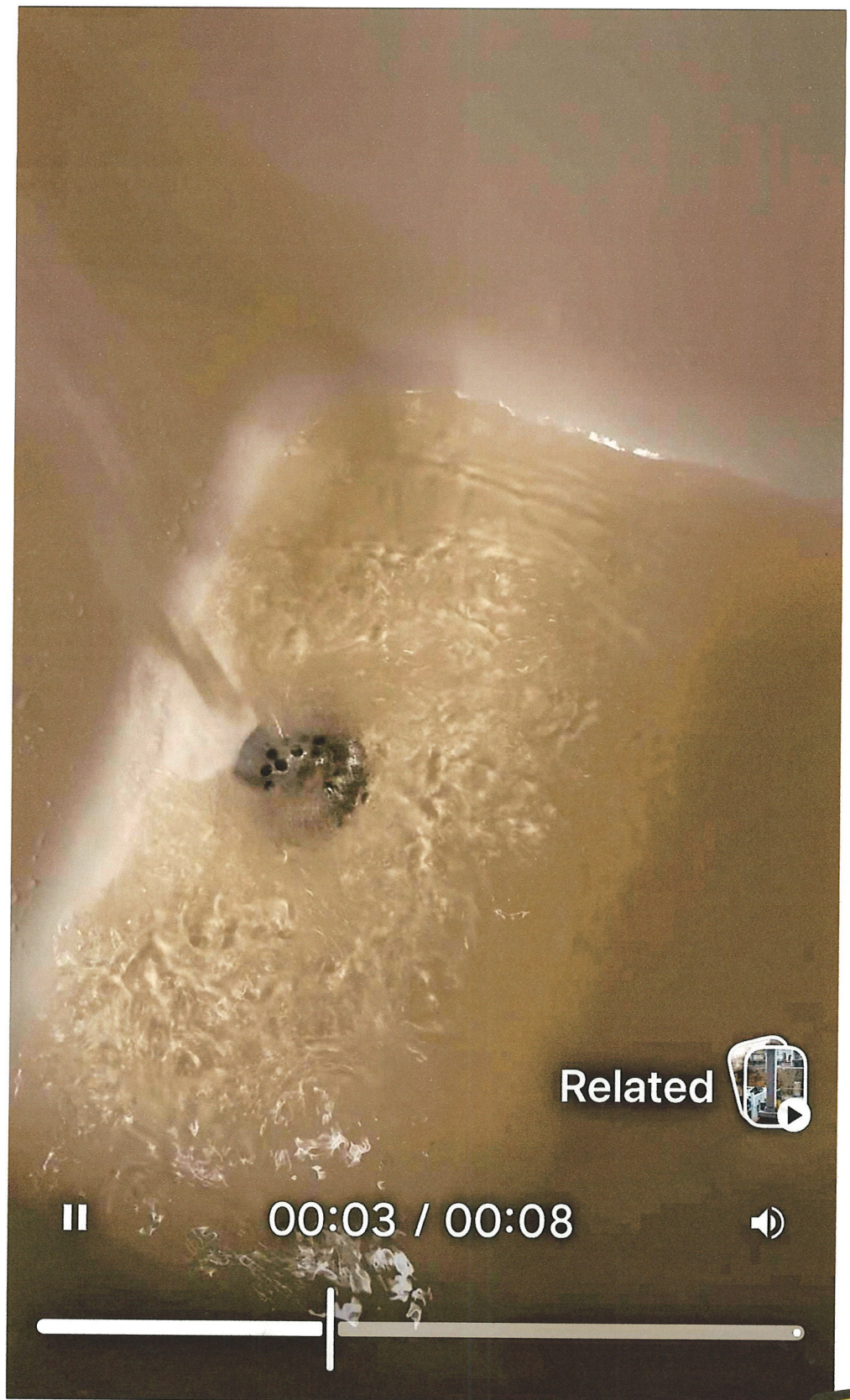
Share Edit Ask Add to Trash

EXHIBIT
VE 7/28/20
60
CADAN
PENGAD 800-631-6889

Veolia Water
Consumer Hearing Exhibits -
Exhibit #7

3:14

Roseann Cadau Docket C-2025-3058865
Dec 19, 2025 >
1:09 PM
☆ C-2025-3058157



Related

- Share
- Edit
- Ask
- Add to
- Trash

EXHIBIT
7
CADAU
PENGAD 800-631-6889

Keokua Water
Consumer Hearing
Exhibit # 8

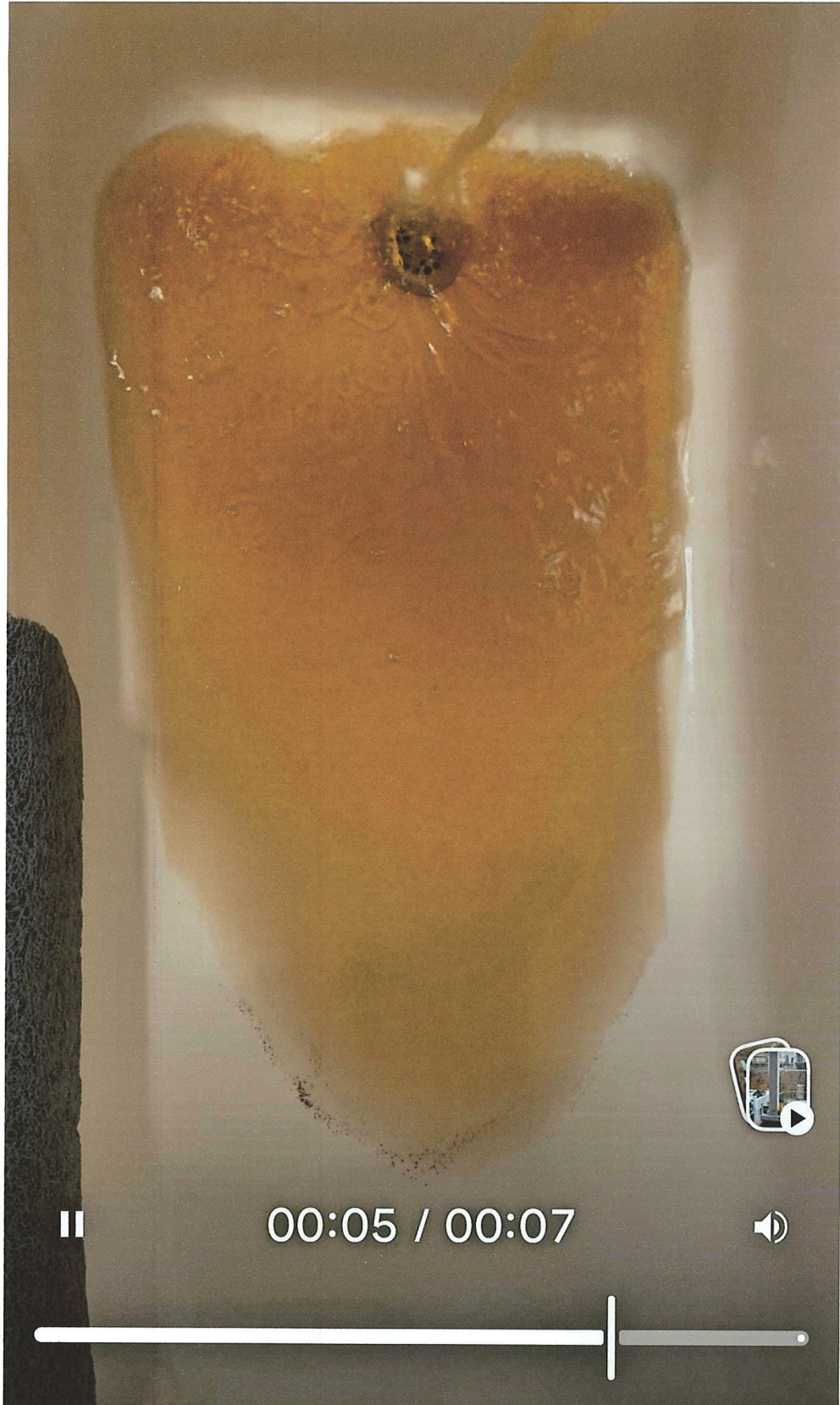
2:57

Exhibits - Roseann Cadan Docket C-2025-3058865

Jun 23, 2026 >

7:23 AM

☆ C-2025-3058157



Share



Edit



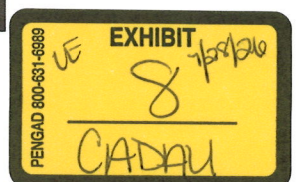
Ask



Add to



Trash



Veolia Water
Consumer Hearing Exhibits: Roseann Cadar Pocket C-2025-3058865
Exhibit # 9 C-2025-3058151



Veolia Water Pennsylvania
4405 N 6th Street
Harrisburg, PA 17110
telephone 717-920-6094
cell 717-773-0185

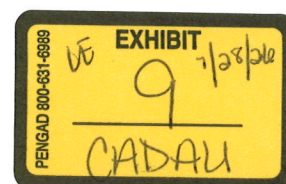
Name: Roseann Cadar
Address: 1948 Deer Path Rd
Harrisburg, PA
Phone Number 717-635-1100
Sample Source Kitchen Tap
Date & Time Collected 9/30/25 10:00 AM
Collected By Penny Bumbarger
Date & Time Received at L 9/30/25 11:00 AM

Tests Conducted	Analysis Results	Recommended Ranges
pH	<u>7</u>	6.5 to 8.5
Free Chlorine	<u>1.7</u>	> 0.02 mg/L
Total Phosphate	<u>1.5</u>	0.7 to 1.5 mg/L
Iron	<u>0.02</u>	< 0.3 mg/L
Manganese	<u>0.01</u>	< 0.05 mg/L
Alkalinity	<u>68</u>	20 to 300 mg/L
Hardness	<u>128</u>	30 to 500 mg/L
Other: <u>Color</u>	<u>3</u>	<15 Units

Comments The results are typical of the distribution system and are within all the secondary MC
and guidelines. No odor was detected once the chlorine was removed from the sample.

10/3/2025
Date

Penny Bumbarger
Water Quality Supervisor



2507 Union Green Way
Apt 204
Harrisburg, PA 17110 (Susquehanna Twp)

July 27, 2026



The Honorable Chad L. Allensworth
Administrative Law Judge
Pennsylvania Public Utilities Commission

RE: Exhibit for testimony – Veolia Water Public Input Hearing 7/28/2026
Docket C-2025-3058757
Docket C-2025-3058865

Dear Judge Allensworth

Enclosed is the information I would like to submit as an exhibit, to accompany my testimony. I pre-registered to speak at the hearing scheduled for July 28, 2026, at 1 p.m.

This exhibit represents my notes and pictures from the June 22 – September 30, 2025 period. I took these notes as events occurred in Summer 2025, to document the occurrences of brown water, sediment, and related water issues I was experiencing.

When I speak, I will just make very brief reference to these notes, in the interest of time. However, I would like to submit these notes as an exhibit, in the event the parties would like to review in more detail.

Sincerely

A handwritten signature in cursive script that reads "Douglas Hassenbein".

Douglas Hassenbein

Cell Phone – [REDACTED]

E-mail – dhassenbein@hotmail.com

EXHIBIT: NOTES OF WATER QUALITY PROBLEMS AND CONCERNS
(BROWN WATER AND SEDIMENT)

SUBMITTED BY: DOUG HASSENBEIN

DATE RANGE OF NOTES: 6/22/2025 – 09/20/2025

ADDRESS: 2507 Union Green Way, Harrisburg, PA 17110 – Apt 204
Susquehanna Township
Union Summit Apartments (Wolf & Kline Property Mgmt)

6/22/2025 SUN 7:00 A.M. – 11:00 A.M.: 6th Street Plant minor pressure drop – major brown water

- **7:00 A.M. – 8:30 A.M.** – Major brown water. After flushing, seemed to clear up better, but still had minor brown water.
- **8 – 9 A.M.** – Several customers reporting brown water in Deer Path Woods section of Susquehanna Twp, north of the intersection at Linglestown Rd & Crooked Hill Road. Comments on Susquehanna Twp Neighbors Facebook Page – [post date June 22, 2025 8:07 a.m.](#)
- **11:00 A.M.** – I **called Veolia** customer service. Answering service said Veolia is aware of the problem and residents of Susquehanna Twp and Lower Paxton Twp should flush water until clear. The rep did **not** ask for my name, address, and info, as usually occurs when I call in. Also, there was no explanation for the cause.
- **11:20 A.M.** – I placed a comment on Veolia Water PA Facebook, and e-mailed and left voicemail for Veolia Customer Service Manager, Mid-Atlantic, Kevin Loncar. Based on the call center response, I asked that a notify message be sent and a Facebook post created so consumers know of this problem.
- **1:12 P.M.** – A new message was posted on Veolia Water PA Facebook – [post date June 22, 2025 1:12 P.M.](#): *“Early this morning (6/22/25) a minor drop in water pressure occurred at our 6th Street Water Treatment Plant. The issue was corrected immediately, but may have caused minor discolored water in the Susquehanna Twp and Lower Paxton Twp area.”*
- **Note:** I feel if I didn't reach out, this updated Facebook message would not have been posted. And, I'm not sure if Veolia actually sent a notify message to account holders?
- **7:40 P.M.** – e-mailed and spoke with Veolia Pennsylvania Operations, Communications and Community Relations Manager, Leigh Ann M. Urban
 - Per contact information listed at very bottom of [Veolia – Media – Press Releases Page](#).
 - I requested that Veolia Water PA issue a press release/statement to update customers on the brown water and sediment problems since June 17, 2025.
 - Specifically, there seemed to be two problems on June 17, 2025. Problems with the seasonal flushing in Lower Paxton Township **and** a potential problem in Susquehanna Township along Progress Avenue with a street sweeper. The latter explanation evolved into a potential problem with a construction crew.
 - Ms. Urban first wanted to know how I obtained her work cell number as it is a private number. I replied it is on the Veolia website (listed above) and does not specify if it is office or work cell.
 - I did not get to mention it, but when I dialed the number, it was already saved in my phone.
 - It was for a previous employee in the same position, Bob Manbeck, Veolia/Suez Public Affairs Manager, who I been communicating with in 2018 for brown water issues at my previous apartment complex.
 - Ms. Urban also stated it is Sunday night and she is not really prepared for a call. I stated I understand and only expected voicemail, as I have been dealing with brown water for multiple days.
 - **Ms. Urban stated the following:**
 - Ms. Urban wanted to know how I heard about the street sweeper...from Kevin? (This in reference to Kevin Loncar, Customer Service Manager, Veolia Mid-

Atlantic. Kevin typically responds when I report problems and communicates with other Veolia departments to inquire about problems I report.)

- I stated yes, I was told this by customer service (Kevin) **and** other customers were reporting this on Facebook after they called customer service. Another customer stated the problem evolved to a construction crew.
 - Ms. Urban said there needs to be enough customers (account holders) calling in with problems, within a particular geographic zone, to meet a threshold for a statement to be released.
 - Although there are widespread issues with brown water, there are not enough complaints in a concentrated geographic zone to warrant a press release.
 - There are not that many individuals reporting problems on the [Susquehanna Twp Neighbors Facebook Page](#) and [Neighbors of Lower Paxton Twp Facebook Page](#). Ms. Urban stated I use the term "*several people*" are mentioning problems on posts of those pages. Ms. Urban only counted 3 to 4 people per post and felt that was not "*several*" people.
 - **NOTE: I would define 3 to 4 people as "several."**
 - Ms. Urban said she will take a look at the recent phone calls to the customer service line to determine how many people are calling in with brown water and will also discuss with the appropriate departments.
 - Many times, technicians go to individual residences reporting brown water but cannot duplicate the problem (like a check engine light on a car that stops once taken to the garage).
 - For this morning's problem with low water pressure at the 6th Street Treatment Plant, Ms. Urban said she only learned of it after I commented on Veolia Water PA's Facebook page. She needed to make various calls to confirm and post an update. I stated I understand it takes time to confirm.
 - **NOTE: There does not appear to be adequate communication between the 6th Street Plant, Customer Service/Answering Service, and Communications & Community Relations. The answering service already knew of the problem but no one informed the Communications & Community Relations Division.**
 - Ms. Urban stated when I have called in with problems, technicians have been sent to check the building's meters and nearby hydrants but have not found problems. I replied this was the first I ever heard of this. Once or twice, I was told someone came to look but that was in late 2023 and spring 2024. How many total times have technicians come to look?
- **I stated:**
- This problem has been going on for years for me (since 2015). And for me, between two different apartment complexes. My first apartment complex was built in the 1960s. Veolia/Suez repeatedly told me the complex's old cast iron water lines were the problem. I specifically moved to escape the brown water. I am now in a brand-new apartment complex and the exact same problem continues.
 - I am showering, doing laundry, trying to cook, or washing dishes in brown water and sediment...or trying to avoid water usage when this is happening.
 - I am very frustrated that this problem has no resolution. Even if there are minimal reports of brown water and sediment across a wide geographic area, it means there are problems. There should not need to be a "large" number of people in a geographic zone to consider brown water and sediment to be a problem.
 - I asked that Ms. Urban notify all appropriate Veolia teams. Anyone can feel free to contact me.

*****6/23/2025 MON 1:57 P.M.: Follow-up from Customer Service Manager, Veolia Mid-Atlantic, Kevin Loncar via e-mail.**

- *"As you found out, there was another issue at the 6th Street Plant. It did have a widespread impact over the weekend. So sorry that you had to experience another discolored water incident. We won't be flushing for 2 weeks and it will be interesting to see if these incidents diminish. If you do have another issue, please be sure to email or call me." I appreciated this response.*

*****6/23/2025 MON 2:54 P.M.: Follow-up from Communications and Community Relations Director, Leigh Ann Urban via e-mail.**

- **Veolia Response:**
 - *"Regarding discolored water incident on June 22nd, 2025. I can confirm that our field service technician visited your meter pit at the complex on June 23rd and found that the water had normal clarity. The discoloration you experienced must have resulted from the pressure issue at our 6th Street Treatment Plant, which stirred up sediment in the distribution system. While aesthetically unpleasant, the water remained safe for use. The system is stabilized, and water clarity is normal. If you experience any further discoloration, please contact your property management team as well as our customer service team at 888-299-8972."*
- **My Follow-Up:**
 - *"I understood water was safe for flushing commodes, etc., but brown water wasn't safe or acceptable for consumption, showers, laundry, etc. And, as discussed, I am hopeful the 6th Street Treatment Plant team can be encouraged to give your team a heads-up as soon as problems happen, for notify messages, Facebook posts, etc. Even small problems at the 6th Street Plant do cause brown water and sediment. This happened even with quick power outages/trips at the plant on 5/30 - 5/31/2025, 7/8 - 7/9/2024, 4/14/2024, 3/11/2024, and 2/28/2024; plus a short-term shutdown for ice on 1/18/2024."*
 - **Notes to myself:**
 - If technicians have been regularly checking the meter box when I call the customer service line, I am **not** being made aware and I do **not** believe the Union Summit Apartments complex is being made aware.
 - How soon do technicians check after my calls? Within 1 to 2 hours, or 12 to 24 hours? Brown water occurrences vary in duration.
 - **I am only aware of technicians checking the complex over a year ago:**
 - **12/28/2023:** No problems noted.
 - **April or May 2024 (per my notes dated 6/4/2024):** Veolia crews flushed the hydrant(s) within the property of Union Summit Apartments. Water came out brown but it should not be brown. Veolia has video. Veolia is unsure of the cause but is looking into it.
 - **7/9/2024:** I was told there was no new information but internal hydrants should be flushed by apartment personnel. I asked if apartment complex should consult with Veolia.
 - **7/31/2024:**
 - Veolia Customer Service Manager (Kevin Loncar) would follow up with Veolia transmission & distribution division and apartment complex manager (Shari Ulrich) about private hydrants.
 - Union Summit Property Manager (Shari Ulrich) was not aware of the internal hydrant brown water or the video but would follow up with Kevin Loncar.
 - I received no further updates in 2024 nor did apartment property manager Shari Ulrich.

6/23/2025 MON 7:30 P.M. – 9:30 P.M.: Very brown water. Notified apartment complex. Appeared to be a new round of brown water during this evening.

6/24/2025 TUE

- **10:31 A.M.:** Apartment complex sent e-mail saying some tenants reporting yellow/brown water with sediment. Notify complex if you are experiencing it.
- **2:48 P.M.:** Veolia states it is receiving reports of discolored water. Veolia's system shows no operational issues: Per Veolia Water PA Facebook – [post date June 24, 2025 at 2:48 P.M.](#)
- **7:00 P.M. – 9:30 P.M.:** Moderate brown water. I notified apartment complex.

6/25/2025 WED – 6/30/2025 MON: Periods of minor to moderate brown water, especially the morning of 6/27/2025.

- **6/25/2025 (Wed) 8:41 A.M.:** Veolia was notified of a hydrant being used near Deer Path Woods in Susquehanna Twp that caused a system disturbance. VWPA Facebook – [post date June 25, 2025 at 8:41 A.M.](#)
- **6/25/2025 (Wed) 11:07 A.M.:** Rescue Fire Company #37 clarified its use of hydrant on evening of 6/24/2025. Reported water out of hydrant was dark brown and almost black. Hydrant was previously broken and already leaking: [fire company statement \(Facebook\)](#).
- **6/25/2025 (Wed) 5:00 P.M.:** Veolia conducting overnight flushing in Lower Paxton Twp to address discolored water. May also impact customers along Linglestown Road in Susquehanna Twp. VWPA Facebook – [post date June 25, 2025 at 5:00 P.M.](#)
- **6/26/2025 (Thu) 9:00 A.M.:** Crews flushing the Marysville area again today (6/26) and will continue flushing portions of Lower Paxton Township (this may impact customers along Linglestown Road in Susquehanna Twp). VWPA Facebook – [post date June 26, 2025 at 9:00 A.M.](#)
- **6/26/2025 (Thu) 4:37 P.M.:** Despite extensive flushing efforts yesterday and today, discoloration continues in parts of the system. Crews will continue flushing in Marysville and portions of Lower Paxton Township into the evening. Flushing will be paused in the overnight hours to allow the system to recover. In the morning of 6/27, we will reassess. VWPA Facebook – [post date June 26, 2025 at 4:37 P.M.](#)
- **6/27/2025 (Fri) 6:00 A.M.:** Minor to moderate brown water. Notified apartment complex and **called Veolia**.
- **6/27/2025 (Fri) 9:05 A.M.:** Yesterday's flushing efforts are producing positive results. Our crew has sampled at several locations and the water clarity has improved. However, we are aware that there is still discoloration in some areas and there is still work to be done. Our crews will continue the flushing efforts today. The areas of focus today will be Marysville, portions of Lower Paxton (Forest Hills down Colonial Road) and portions of Swatara Township around East Park Drive. Customers in those areas will receive a notification through our mass notification system about the flushing efforts. VWPA Facebook – [post date June 27, 2025 at 9:05 A.M.](#)
- **6/27/2025 (Fri) 1:27 P.M.:** Veolia's Operations Team is wrapping up the major system flushing. We have seen positive results throughout the process, but there may still be pockets of cloudy water present in some portions of the system. VWPA Facebook – [post date June 27, 2025 at 1:27 P.M.](#)
- **6/27/2025 (Fri) 6:30 P.M.:** I ran the tub hot water until it went cool, in attempt to clear sediment out of hot water tank.
 - Prior to this, my showers had substantial brown water.
 - Afterwards, showers and hot water laundry washes seemed to improve. There was still minor brown water but was a significant improvement.
- **6/29/2025 (Sun) 11:30 P.M. – 6/30/2025 (Mon) 12:00 P.M.:** Minor brown water. Reported to apartment complex and **called Veolia** at 7:45 a.m.

7/1/2025 (TUE) 11:00 P.M – 7/2/2025 (WED) 2:00 P.M.: Moderate brown water beginning 11:00 p.m. on 7/1/2025 + eventual water main break. Noticed brown water in the shower at 11:00 p.m. 7/1/2025. **Called Veolia** and reported to apartment complex at approximately 7:30 a.m. on 7/2/2025. Veolia call center had no updates at the time. I also informed the call center of the first bullet point below:

- **7/1/2025 11:30 P.M.:** Two Veolia crews (one pick-up truck and one van) were checking something or doing some type of maintenance at intersection of Garrison Ave and Elmwood Ave

(zip code 17110). It was NOT hydrant flushing. They may have been changing the directional flow, as I previously saw a crew do this in the late evening of 8/22/2024. I could see out my apartment window.

- **7/2/2025:** "Crews working on a main break in the Susquehanna Twp area. The main break has caused a disturbance in the system that is impacting customers in Susquehanna Twp and Lower Paxton Twp.," per Veolia Water Pennsylvania Facebook – [posted July 2, 2025 at 9:47 a.m.](#)
- **7/4/2025 9:00 A.M.:** **For a second time, I ran the tub hot water until it went cool, in attempt to clear more sediment out of hot water tank.**
 - Prior to this, my showers still had some brown water.
 - Afterwards, showers and hot water laundry washes seemed to improve.

7/7/2025 (MON) 7:15 A.M. – 1:00 P.M.

AND

7/7/2025 (MON) 8:00 P.M. – 7/8/2025 (TUE) 12:00 P.M.:

Light to moderate brown water, twice in this period. Next door tenants in Apts 202 & 203 reporting same problem in the evening.

- Ran cold water in tub 20+ minutes but not clearing (evening). I took pictures (evening).
- **Called Veolia** emergency line at approximately 9 p.m. on 7/7/2025 and also notified apartment complex.

7/16/2025 (WED) 10:00 P.M. – 7/22/2025 (TUE) 12:00 P.M.: **Light to moderate brown water throughout this period.**

- **7/16/2025:** Evening.
- **7/17/2025:** Daytime hours.
- **7/18/2025:** Daytime hours. In early evening, flushed tub for a while on cold, then ran hot to clear out hot water tank.
- **7/19/2025:** In morning, ran load of white towels for hot wash in washing machine. Had brown staining and brown discoloration. Otherwise, all other water was clear.
- **7/21/2025:** After 7 a.m. thru mid-afternoon.
- **7/22/2025:** 10 a.m. - 12 Noon.
- Neighboring tenant in Apt 203 also having problems over this period.
- Per discussion with apartment property manager, a tenant in the building on opposite side of parking lot, Building #2509, Apt 104, reported dark brown water on 7/22/2025 at 11 a.m. (picture was shared). That tenant also called Veolia who said to run water for 20 minutes. Tenant also notified State Rep. Justin Fleming.

7/25/2025 (FRI) 7:00 A.M. - 12 NOON

AND

7/25/2025 (FRI) 10:00 P.M. - 7/26/2025 (SAT) 10:00 A.M.:

Light to moderate brown water. My white washcloths and towel became brown from shower on evening of 7/25/2025. Needed to run tub and periodically flush guest commode for a **FULL HOUR** on 7/26/2025 at 9 a.m. Needed to wipe sediment out of tub. Commodes were still brown but other water appeared to be clear. Pictures available.

- **Called Veolia** 10:00 a.m. on 7/26/2025 and notified apartment complex.

*****7/25/2025 SEEKING CLARIFICATION FROM VEOLIA ABOUT LAST YEAR'S RUNNING OF THE APARTMENT COMPLEX INTERNAL HYDRANTS**

- Emailed Customer Service Manager, Veolia Mid-Atlantic, Kevin Loncar. To seek follow-up on the reason brown water was coming out of one or both internal hydrants in the parking lot when Veolia opened the hydrant(s), last year in Spring 2024. And, to seek clarification who is responsible to normally flush the two hydrants.
 - Veolia took video of the brown water coming out of one or both internal hydrants.
 - Veolia stated it was looking into this, per voicemail on 6/5/2024.

- There was never a response to my follow-up e-mails on 7/9/2024 and 7/30/2024. The apartment complex also attempted to get a response in Summer 2024, but no clarification was provided by Veolia.

*****7/26/2025 PARTIAL RESPONSE FROM VEOLIA ON LAST YEAR'S (2024) INTERNAL HYDRANT QUESTIONS:**

- The two hydrants in the apartment complex parking lot are the responsibility of the complex.
- For 2025 seasonal flushing, a hydrant near the apartment complex was flushed on 5/29/2025, but the specific location was not provided.
- There was no response for the cause of the brown water from at least one of the internal hydrants in 2024.
- E-mailed back, seeking clarification on location of the nearby hydrant flushed on 5/29/2025. Also seeking a reason for the brown water from the internal hydrant(s) in 2024.

*****7/28/2025 APARTMENT COMPLEX UPDATES ON INTERNAL HYDRANTS**

- On 7/28/2025, property manager Shari Ulrich, Union Summit Apartments, spoke with Veolia Customer Service Manager Kevin Loncar. Flushing the hydrants in the parking lot may help if a pocket of brown water is sitting somewhere.
- On 7/29/2025, per the builder, the water comes in from south side of the apartment complex via Garrison Avenue (zip code 17110).
- This may be why Buildings 2507 and 2509 have the most reports of brown water, since they are both along Garrison Avenue, per the property manager. (The buildings may be acting as "filters" for the other three buildings. Plus, the water must enter these buildings before reaching the two internal hydrants in the parking lot.)
- On 7/29/2025, property manager Shari Ulrich would be speaking with the fire department to determine who is responsible to flush the two hydrants in the complex's hydrants.
 - I asked Shari if she could request that the public hydrant at intersection of Garrison Ave and Gravel Rd (near Progress Ave) be flushed too.
 - Because the apartment complex connection to the water line/meter pit is near that hydrant on Garrison Ave. It may help if that hydrant is flushed out too.
 - Also, in response to my 7/26/2025 e-mail, Veolia Mid-Atlantic Customer Service Manager Kevin Loncar responded and implied a nearby public hydrant was flushed on 5/30/2025 but not this particular hydrant for the 2025 seasonal flushing season.
 - Apartment complex Shari Ulrich responded to say she was working to determine who is responsible for the two parking lot hydrants. Specifically, the site developer (Vartan) or Susquehanna Township government.

7/27/2025 (SUN) 2:30 A.M. - 7/31/2025 (THU) 12:00 P.M.: Minor to moderate brown water:

- **7/27/2025 (SUN):** Moderate brown water would not dissipate from 2:30 – 3:30 a.m. Lighter brown water was then occurring and seemed to clear up by mid-morning.
 - **Called Veolia** 10:55 a.m. on 7/27/2025 and notified apartment complex.
 - Water main break announced on 7/27/2025 at 12:31 p.m. [per Veolia post](#).
 - This is over 4 miles to my southeast.
 - It seems unlikely this would affect me. Or, do hydraulic fluctuations reverberate through the system?
- **7/28/2025 (MON) – 6:30 – 8:00 A.M. & 6:00 P.M. – REST OF EVENING:**
 - **6:30 – 8:00 a.m:** Had some minor brown water in guest commode and both bathroom sinks. After several flushes and letting the sinks run, it seemed to clear.
 - Water main break announced on 7/28/2025 at 6:49 a.m. [per Swatara Twp post](#). (Veolia did not post on its Facebook page.)
 - This is much further south than me.
 - Theoretically, it should not create any impact.
 - **6:00 p.m – All Night:** Minor brown water.

- Flushed from 8:55 – 9:25 p.m. Did not clear up and actually worsened slightly. Wiped sediment out of tub.
- Stayed brown all night.
- **Called Veolia** at 9:40 p.m. and notified apartment complex.
- **7/29/2025 (TUE) – ALL MORNING THRU 12 NOON AND AFTER 4 P.M. FOR REST OF DAY:**
 - Ran tub from 6:45 – 8:10 a.m. Never improved. When guest commode was flushed, commode was brown and tub became further brown.
 - Notified complex.
 - Complex **called Veolia** between 8:30 a.m. – 9:00 a.m.
- **7/30/2025 (WED) – ALL MORNING THRU 12 NOON AND AFTER 4 P.M. FOR REST OF DAY:**
 - Same pattern as previous day.
 - Two water main breaks announced 7/30/2025 at 2:12 p.m., in Lower Paxton Township – [per Veolia post](#).
 - In Lower Paxton Twp on Hummingbird Lane (just east of Dunkin Donuts on Linglestown Road) and Lori Drive (just off northern part of Nyes Road).
 - First location is 2.5 miles east of me along Linglestown Road.
 - Second location is 6.5 miles southeast of me.
 - Theoretically, neither should affect me, unless the Hummingbird Lane break is creating hydraulic pressure/changes on the Linglestown Road water line.
- **7/31/2025 (THU) – ALL MORNING THRU 12 NOON:**
 - Same pattern as previous day.
 - Informed apartment complex.

8/5/2025 (TUE) 7:30 A.M. – 7:55 A.M.: Minor to moderate brown water (both commodes, both bathroom sinks, and tub). After 25 minutes of running tub, it cleared up.

- Informed apartment complex.

8/10/2025 (SUN) 10:30 P.M. – 8/12/2025 (TUE) 9:50 P.M.: Minor to moderate brown water with sediment.

- **8/10/2025 (SUN) 10:30 P.M. - 8/11/2025 (MON) 12:00 P.M.:** Especially in commodes. Ran tub for 25 minutes on 8/11/2025 at 7:30 a.m. Needed to wipe out sediment from tub. Took picture. **Called Veolia** at 7:50 a.m. on 8/11/2025 and notified apartment complex. Fully cleared up at 12:00 P.M.
- **8/11/2025 (MON) 8:30 P.M. – 8/12/2025 (TUE) 12:00 P.M.:** Although minor in coloring, brown water started again this evening. Ran tub 8:45 - 9:20 p.m. and 9:40 - 10:30 p.m. Has not cleared. It is still minor brown water after running tub.
 - Most concerning was the amount of sediment wiped out of for just minor brown color.
 - **Called Veolia** at 10:35 p.m. and notified apartment complex for the second time on 8/11/2025.
- **8/12/2025 (TUE) 9:15 – 9:50 P.M.:** Minor brown water. Ran tub (cold) for 25 minutes and it did clear. Had sediment to wipe out of tub. Less sediment than prior two nights. **Called Veolia** at 10 p.m. and notified apartment complex.

*****VEOLIA LEADERSHIP E-MAIL AND PHONE DISCUSSIONS – 8/11/2025 THRU 8/20/2025**

- **8/11/2025:**
 - I sent an e-mail to [senior-level leadership](#) at Veolia North America:
 - Kendra Morris – CEO Regulated Water
 - Karine Rouge – CEO Municipal Water
 - Joseph Tackett – CEO Municipal Water Contract Operations
 - I explained I have been dealing with periodic occurrences of brown water and sediment since 2015, between two different apartment complexes, in two different townships. And, my current apartment complex is brand new. I moved in for its grand opening in 2023.

- I mentioned I have had various phone, e-mail, social media, and in-person communications with Veolia Water Pennsylvania, but the problem continues and has been worsening. I feel it would be appropriate to speak with someone at the Veolia North America level, for a new perspective.
- 8/13/2025:
 - State Senator Patty Kim's office asked that Veolia Mid-Atlantic Regional President Larry Finnium touch base with me. Especially because I called into Veolia customer service three times for brown water and sediment from 8/10 through 8/12/2025.
 - We had a good initial discussion.
 - Mr. Finnium stated he requested that Veolia crews check meters, hydrants, and the systems on and near my apartment complex. He also explained the unprecedented problems occurring in Dauphin County for Summer 2025.
 - I acknowledged appreciation for the call and dispatching the Veolia crew. I also explained the brown water and sediment has been a problem long before Summer 2025. Specifically, for the past ten years, between two different townships and two different apartment complexes...and my current complex is brand new.
 - We agreed to follow-up further the week of 8/18/2025.
- 8/20/2025:
 - Follow-up call from Veolia Mid-Atlantic Regional President Larry Finnium.
 - I was able to inform Mr. Finnium there had only been two very minor occurrences of brown water since our last phone call. They did not warrant calls to Veolia.
 - I explained some of my concerns from the past ten years:
 - Excessive amount of sediment throughout each year.
 - A deeper investigation into the brown water and sediment is necessary. Specifically with 6th Street Plant and pipe corrosion. Is something in the water causing the pipes to corrode?
 - Hydrant usage – permitted vs unpermitted usage.
 - I suggested Veolia should have a campaign for customers to report suspicious hydrant usage.
 - Mr. Finnium acknowledge this and expressed some interest.
 - Improve internal communications between Veolia divisions.
 - The communications/social media team was not aware of the June 22 pressure drop at 6th Street Plan until I posted on the VWPA Facebook page.
 - Apartment complex water maintenance instructions:
 - Mr. Finnium stated a letter was sent to Union Summit Apartments.
 - It explains the water maintenance it should be doing.

8/26/2025 (TUE) 10:00 P.M. – 8/27/2025 (WED) 12:00 P.M.: Minor brown water in two rounds.

- 8/26/2025 10:00 p.m.: Minor brown water in shower and commode.
- 8/27/2025 8:00 a.m. – 12:00 p.m.: Minor brown water in commodes and both bathroom sink faucets.

*****8/29/2025 – WATER INSTRUCTIONS & MAINTENANCE LETTER FOR UNION SUMMIT APARTMENTS**

- Veolia Mid-Atlantic Regional President Larry Finnium responded to my e-mails from 8/24 and 8/28/2025 and my voicemail from 8/28/2025. He will ensure Union Summit/Wolf & Kline Property Manager Shari Ulrich receives a copy of the letter. Shari has not received anything as of 8/28/2025.
- Shari followed up with me to indicate she has now received the letter (8/29/2025).
 - Shari indicated she is receiving some resistance about who's responsibility this is.
 - Wolf & Kline Property Management is working with the builder now, Landmark Homes.
- The builder, Landmark Homes, is communicating with Wolf & Kline Property Management on Veolia's instructions and procedures in the letter. It is expected Veolia's instructions will be performed, per Shari Ulrich, Union Summit/Wolf & Kline Property Manager. (9/4/2025)

*****9/8/2025 – VEOLIA OPEN HOUSE – AFTERNOON SESSION – SUSQUEHANNA TWP**

Engineering team (main staff member's first name was Mark):

- Me:
 - I know Veolia states brown water and sediment is naturally occurring, but the amount and frequency of brown water and sediment has been excessive these past ten years.
 - For me, this has been between two townships and two different apartment complexes.
 - My current complex is brand-new. Brown water started within the first week of my move-in date (November 2023).
- Engineering team:
 - Sediment/minerals can build up in connections and crevices in the pipes.
 - When the hydraulic flow changes, the sediment/minerals are picked up and disbursed in the system.
 - Manganese is present in the system between the Susquehanna River source and the pipes, and can contribute to brown water and sediment.
- Cause of eight water main breaks in six weeks in Summer 2025:
 - Engineering team: There is no specific cause. This happens. Water main breaks can fail or break at any time.
 - I asked: The eight breaks seemed to happen very quickly and in conjunction with seasonal flushing. Was the flushing the cause or does the flushing signify the infrastructure is weakening with all these breaks back-to-back?
 - Engineering team: Again, main breaks can happen at any time for a variety of reasons.
- 6th Street Plant:
 - Meets all standards for acceptable levels of minerals, turbidity, etc.
 - Capital Region Water (Harrisburg city):
 - I stated: I have worked in the city of Harrisburg the past 24 years, plus frequently dine out and attend events downtown. I do not see the periodic occurrences of brown water and sediment, like with Veolia/Suez.
 - Engineering team: Capital Region Water has an “ideal” water source, DeHart Reservoir, as compared to the Susquehanna River.
 - I asked: Can enhancements be made to the 6th Street Plant to more fully eliminate the brown water and sediment occurrences?
 - Engineering team:
 - Upgrades can be made. But, it would be very hard to justify further upgrades to the 6th Street Plant given the extreme cost involved, since the water meets all standards.
 - Given the age of the Veolia Dauphin County infrastructure, there is going to be some sediment that gets disbursed through the system, especially with changes in hydraulic flow.
 - I expressed:
 - Although the water meets standards, I am experiencing excessive rounds of periodic brown water and sediment the past ten years, between two different apartment complexes.
 - And my current complex is brand-new, just built in 2023, the year I moved in.
 - I was very the first tenant in my unit on 11/10/2023. I had my first round of brown water and sediment in the shower within the first week.
 - Also that first week, an apartment technician needed to do maintenance on my hot water tank. The technician said he was surprised at the amount of sediment in the tank for a brand-new apartment complex.
- Linglestown Road water line:
 - I stated: In a 2018 phone call for brown water, a Suez (Veolia) technician used the word “ancient” to describe the water line running beneath Linglestown Road.
 - Engineering team: It is an old line.
 - A big challenge is the depth of that line. It is very deep.

- Another challenge is that any replacement would need to occur in segments. Each segment would disburse sediment throughout the system.
- There are plans to put cameras into that line later this year (2025). That may better help determine if action needs to be taken with this line.
- Small disruptions at plant: electrical, ice, etc.
 - I asked: Is there a way for the staff at the 6th Street Treatment Plant to notify the customer service and communications department sooner about problems? There have been multiple times I have had brown water and sediment. I call into the Veolia emergency line. Sometimes technicians call back but are unaware of problems. Afterwards, customer service will follow up with me to state there was a small problem at the plant that caused brown water.
 - Engineering team: It is sometimes hard to notify other departments, especially if staff are trying to check various systems to get the plant back on line. It is also hard if problems occur during overnights when there is limited staff. Also, the UPS (uninterrupted power supply) does not always start instantly. And, it will be too costly to continually have diesel generators running for a power outage.
 - I asked: What was the issue with the electrical repair made by PPL in Summer 2024? It seemed that prior to this, normal rain storms were causing power outages. Some Veolia technicians were even stating this to customers, who in turn shared this with other customers on social media.
 - Engineering team: Repairs did need to be made and PPL performed them in Summer 2024.
 - I asked: How often are ice shut downs a problem? There was a brief shut down for ice in Winter 2024 that caused brown water.
 - Engineering team: Not often, but can happen about once a year. It's called [frazil ice](#). When the water gets very cold, small ice crystals form in the water and adhere to intake structures. This forms a slushy mass that can cause blockages.

Additional discussions:

- Veolia Mid-Atlantic Regional President Larry Finnicum
 - I asked about the increasing house and apartment developments in Lower Paxton and Susquehanna Townships.
 - Is the existing Veolia infrastructure able to handle increasing development?
 - Mr. Finnicum said the appropriate discussions occur between Veolia and the municipalities.
 - I asked about the water source for the Pennsylvania American Water Company on the West Shore (Cumberland County), since it does not seem to have these same problems with brown water:
 - It has a surface water source too.
 - The Yellow Breeches Creek.
- Veolia Mid-Atlantic Customer Service Manager Kevin Loncar
 - I am frequently in touch with Mr. Loncar.
 - He encouraged me to continue to call into Veolia emergency line for problems.

9/12/2025 (FRI) 4:00 P.M. – 10:00 P.M.: Minor to moderate brown water.

- **Tenant next door in Apt 203 had brown water on 9/11/2025 and 9/12/2025. Stated water was very brown on 9/11/2025.**
- I [called Veolia](#) and notified apartment complex.
- Customers on Susquehanna Township Neighbors Facebook were reporting brown water in the 6th Street area of Susquehanna Township (this is just south of the Veolia 6th Street Treatment Plant).
 - Customers started reporting problems the evening of 9/11/2025.
 - Some customers are saying the brown water started before they received notifications about flushing in that area. Customers stated the notifications went out late, and some customers did not receive notifications.

- Nothing reported on the Veolia Water Pennsylvania Facebook page or the Veolia website.
- Susquehanna Twp Neighbors Facebook posts:
 - [Post #1 9/11/2025 3:19 p.m.](#)
 - [Post #2 9/11/2025 11:04 p.m.](#)
 - [Post #3 9/11/2025 also at 11:04 p.m.](#)

9/14/2025 (SUN) 3:00 P.M. – 11:00 P.M.: Minor brown water, especially in master commode and master shower.

- Minor brown staining on wash cloth and towel during/after shower.
- Notified apartment complex.

9/16/2025 (TUE) – 9/19/2025 (FRI): Minor to moderate brown water.

- 9/16 & 9/17/2025 (TUE & WED) – during these full days, both commodes had minor brown water. Brown staining on washcloth and towel during shower and when drying off in the evening.
- Informed apartment complex.

*****9/18/2025 (THU) 10:00 A.M.: Union Summit Apartments had one of two internal hydrants in the parking lot flushed (in front of Building 2503).**

- This created very brown water for about two to four hours.
- Apartment complex is unsure why the other hydrant was not flushed (located between Buildings 2505 and 2507). The second hydrant will be flushed on 10/9/2025 at 8 a.m.

9/20/2025 (SAT) 4:30 P.M.: Major brown water for a short period in guest shower.

- Water was very clear but suddenly became very brown for several minutes. Definitely stained wash cloth and also towel, when drying off (took picture). The water then seemed to clear up.
 - I just washed a load of white towels this morning, and now stained again.
 - Informed apartment complex.

16 occurrences of brown water and sediment from 6/22/2025 through 9/20/2025.

- Equates to 40 days when brown water and sediment occurred. Some occurrences lasted over more than one day.
- This count does NOT include notes beginning with asterisks (**).

Pictures further below.

Brown water in commode/toilet – 6/23/2025 at 8 p.m.:



Cups – brown water from quest bathroom tub & sink – 6/23/2025 at 8 p.m.:



Washcloths & Towel – stained brown during shower in master bath and when drying off 6/23/2025 at 11 p.m.:



Mug – remaining sediment. Filled with brown water on 7/28/2025. Emptied mug several days later and had remaining sediment on 7/30/2025:



Brown sediment that collected after running/flushing tub in guest bath – wiped up with a paper towel on 8/11/2025 at 10:30 p.m.:



L.E. 7/28/26

Truett
Exhibit

1



L.E. 7/28/26

Truett
Exhibit

2



Lucknow Rd 6566
June 20th 2026

EXHIBIT

Drees1

L.E. 7/28/26



EXHIBIT

Drees2

L.E. 7/28/26



EXHIBIT

Drees3

L.E. 7/28/26

