

Public Input Hearings Scheduled on Proposed Rate Increase Requests by Pennsylvania American Water Company (PAWC)

Docket Nos. R-2023-3043189 (water), R-2023-3043190 (wastewater)



PENNSYLVANIA OFFICE OF
CONSUMER ADVOCATE

Did you know?

On November 8, 2023, Pennsylvania American Water Company (PAWC) asked the Pennsylvania Public Utility Commission (PUC) to increase rates for its water and wastewater customers. If the rate increase request is granted, PAWC can collect an additional \$203.9 million per year from its customers. This would mean customers will be paying more than they ever have before.

How would this impact me?

If the company's proposal is approved:

- The residential fixed customer charge, a charge paid no matter how much or little a consumer uses, would increase for water customers by 14% (\$2.50 per month) from \$17.50 to \$20, and for wastewater customers by 40% (\$5.70 per month), from \$14.30 to \$20.
- The monthly bill for a residential water customer using 3,201 gallons, would increase from \$70.65 to \$88.24, or by \$17.59; and for a residential wastewater customer using 3,122 gallons, would decrease from \$105.18 to \$100.08, or by \$5.10.
- The amount your bill changes will depend on how much you use.

Check the OCA's formal complaint for bill impact at all usage levels:

<https://www.oa.pa.gov/wp-content/uploads/PAWC-2023-BRC.pdf>

Who is the OCA?

The Office of Consumer Advocate (OCA) represents Pennsylvania utility consumers and advocates for each consumer's right to reliable, safe and affordable utility service.

What will we do?

During the next several months, the OCA will fully participate in this case to represent the interests of consumers. We will review the case for fairness of the proposed increases and new charges. This is done with help from expert witnesses and public participation.

How to contact us?

555 Walnut Street

5th Floor, Forum Place

Harrisburg, PA 17101

Phone: 1-800-684-6560

Email: consumer@paoca.org

Public Input Hearings

Do you want to be heard?

The PUC has scheduled 12 public input hearings to hear testimony from consumers about PAWC's proposed rate increases.

- There will be 8 in-person hearings, 2 per day (afternoon and evening), held at 4 different locations: Port Vue, Scranton, Reading, and Harrisburg. If you want to testify in-person, you are encouraged to register in advance by contacting the OCA. See details on the next page.
- 4 hearings will be held by telephone. If you want to testify, you **must** register in advance with the OCA to receive the call-in information to connect. See details on the next page.

The OCA encourages customers affected by the proposed rate increase to participate in the public input hearings.

Public Input Hearings		How do I register to testify?
Date: Monday, January 29, 2024 Times: 1:00 PM and 6:00 PM Type: In-person Location: Port Vue Social Hall 1191 Romine Avenue Port Vue, PA 15133 Date: Tuesday, January 30, 2024 Times: 1:00 PM and 6:00 PM Type: In-person Location: Scranton Cultural Center 420 N. Washington Avenue Scranton, PA 18503 Date: Wednesday, January 31, 2024 Times: 1:00 PM and 6:00 PM Type: In-person Location: Dunn Community Center 4565 Prestwick Drive Reading, PA 19606 Date: Monday, February 5, 2024 Times: 1:00 PM and 6:00 PM Type: Telephone Telephone: Register with OCA to get the call-in number Date: Tuesday, February 6, 2024 Times: 1:00 PM and 6:00 PM Type: In-person Location: Hearing Room 1 Keystone Building 400 North Street Harrisburg, PA 17120 Date: Wednesday, February 7, 2024 Times: 1:00 and 6:00 PM Type: Telephone Telephone: Register with OCA to get the call-in number		If you wish to testify at a hearing or listen to the telephonic hearings, please contact the Office of Consumer Advocate. Register by emailing consumer@paoca.org or calling 1-800-684-6560. Please provide: (1) your first and last name (2) the utility name (Pennsylvania American Water Company) (3) the date and time of the public input hearing where you want to testify or listen; (4) the phone number you will be using to call into the telephonic public input hearing (5) a phone number where you can be reached prior to the hearing if we need to contact you (6) your email address (if you have one), and (7) if you require an interpreter to participate in the hearing, the language of the interpreter For in-person hearings: You are encouraged to pre-register prior to the hearing date. Last day to pre-register for telephonic hearings: Friday, February 2, 2024. You must pre-register to participate by telephone.
		Have exhibits? If you have any hearing exhibits to which you will refer during the hearing, please email them to the OCA at consumer@paoca.org. The OCA will forward the exhibits to the Judges and all parties. Last day to email exhibits to OCA: For in-person hearings: January 25, 2024 For telephonic hearings: February 2, 2024
Need an interpreter? If you require an interpreter, please pre-register as soon as possible, to help ensure the PUC has enough time to arrange for the interpreter to attend the public input hearing.		
Have more questions? Contact the Office of Consumer Advocate at 1-800-684-6560 or consumer@paoca.org.		