

Facebook Live Event Regarding PAWC Proposed Water & Wastewater Increases

Hosted by: Senator Judy Schwank and
Representative Jacklyn Rusnock

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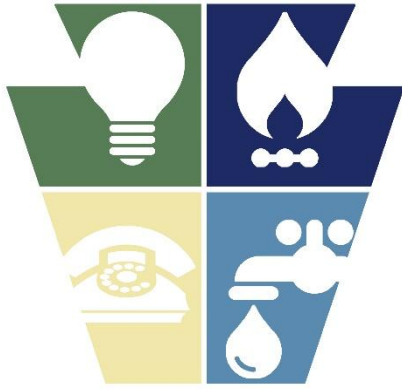
PENNSYLVANIA OFFICE OF
CONSUMER ADVOCATE

COMMITTED TO PROTECTING THE INTERESTS OF
PENNSYLVANIA UTILITY CONSUMERS SINCE 1976



Office of Consumer Advocate (OCA)

- Created by the General Assembly in 1976
- Independent State Agency administratively housed within the Office of Attorney General
- Consumer Advocate is appointed by Attorney General subject to confirmation by Pennsylvania Senate
- Represent the interests of utility consumers before the Public Utility Commission (PUC), federal agencies, and state and federal courts



Types of Utility Service

Electric
Natural Gas
Water and Wastewater
Landline Telephone



How Do We Accomplish Our Mission?

Represent utility consumers before state and federal regulatory agencies and courts

- Overall interests of utility consumers
- Residential, including low-income consumers in matters that affect specific customer classes differently

Assist individual consumers with questions or complaints regarding their public utility service

Initiate complaints on behalf of all consumers in matters pertaining to specific issues



Individual Complaints

The OCA will answer consumer questions, contact utility and advocate for consumers with individual utility companies.

The OCA acts as a liaison between the consumer and the utility to resolve:

- Billing concerns
- Quality of service
- Customer Assistance Programs
- Main extensions



Pennsylvania American Water Rate Case

(R-2025-3057983 R-2025-305805)

Total Annual Operating Revenues

The proposed tariffs would increase PAWC's total annual operating revenues by approximately \$168.7 million. This breaks down to: \$152.4 million for water and \$16.3 million for wastewater or 14.6% overall, based on FPFTY ending June 30, 2027. (Full Complaint: <https://www.puc.pa.gov/pcdocs/1903552.pdf>)

OCA Filing

On November 21, 2025, the OCA filed a formal complaint to investigate the reasonableness of PAWC's rate increase request.

Prehearing Conference

The OCA appeared at a Prehearing Conference on December 12, 2025.

Public Input Hearings will take place between January 12th and 21st, 2026.

Locations have not been established. We will send a consumer bulletin with the necessary information to those on OCA's mailing list as well as posting to social media.

The OCA Team

The OCA has put together a team of 4 Attorneys, 1 paralegal, and 5 experts.



Pennsylvania American Water Rate Case (R-2025-3057983 R-2025-305805)

Changes to the customer's monthly bill

For a residential customer's water bill, they could see rates increase from 9.8% to 41.1%, depending on their service area.

For a residential customer's wastewater bill, they could see rates increase from 9% to 40.4%, depending on their service area.



American Water & Essential Utilities Merger

(A-2025-3058927, A-2025-3059828, A-2025-3058929)

The Merger Application was filed on Wednesday, November 26, 2025.

Upon completion, American Water Company will be the parent company of Essential Utilities.

This is a stock transaction; Essential's shareholders will receive 0.305 shares of AWK common stock for every 1 share of Essential common stock that they own.

Following the Merger, the existing shareholders of American Water will own approximately 69% of the combined company, and the former shareholders of Essential will own approximately 31% of the combined company on a fully diluted basis.

The names of the subsidiaries will remain the same (Aqua PA, Aqua PA WW, and Peoples). AWC is not requesting to merge PAWC and Aqua at this time.



American Water & Essential Utilities Merger

(A-2025-3058927, A-2025-3059828, A-2025-3058929)

What is OCA looking at in this case?

- OCA will look at how the merger will impact customers.
- Under the current proposal, Aqua's customers would be removed from their current system and worked into PAWC systems but there has been no timeline provided.
- Within the case, the company states there will be no effect on rates.
- Overall, OCA believes that the merger lacks specific and necessary information and our goal is to gather more definite information when discovery is filed in the case.



Public Input Hearings

- Public Input Hearings give people the opportunity to speak about how and why this case matters. Comments, or testimony can include information about how this case would impact them if approved without any changes made.
- Hearings are open to the public and can be held both in-person or online. The Judge who is ruling over the case, the PA Public Utility Commission, and Company staff are typically there to listen.



Public Input Hearings

- These hearings are a way for your voice to be heard. Some examples of testimony include:
 1. My bill is too high. If this rate case goes into effect, I won't be able to afford my bill!
 2. I can't talk to someone when I need help and I don't know where else to turn.
 3. My water pressure is sometimes an issue and/or I have concerns about the smell or taste of the water.



Public Input Hearings

- Comments and testimony at Public Input Hearings can help strengthen OCA's case. It can help point out which part of the company's proposal may be unreasonable or unfair.



Tips for Public Input Hearings

- Prepare what you want to say before the hearing. This may help you feel more comfortable when speaking.
- Share your experience. Use specific examples and if someone starts sharing the same, repeat it. This shows all interested parties that this could be a pattern.



Tips for Public Input Hearings

- When the judge asks if you would like to be sworn in, we encourage you to say yes. Saying yes permits your comments to become a part of the case record and will be considered when a final decision is made.
- If you can't attend, submit a comment. Forms are available on the PUC's website or contact OCA and a copy can be mailed to you to fill out and return.



Filing a Complaint

- **Informal complaint:** filed through the PUC's Bureau of Consumer Services (BCS), a BCS investigator works to facilitate discussion between the parties to resolve the complaint. This process is much less time-consuming than the formal complaint process.

<https://www.puc.pa.gov/complaints/informal-complaints/>



Filing a Complaint

- **Formal complaints:** In rate cases, any formal complaints are generally consolidated with the rate filing. As a formal complainant in a case, you may have the opportunity to comment, oppose or join a settlement, if one is reached. Being a formal complainant may impact your ability to testify at a Public Input Hearing.

<https://www.puc.pa.gov/complaints/formal-complaints/>



Questions

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