



Tips for Participating in Public Input Hearings

When the Public Utility Commission (PUC) believes there is substantial public interest in a proceeding, the PUC may hold a public input hearing. The Office of Consumer Advocate (OCA) appreciates your interest in this case and offers the following tips:

- **Please Participate.** This is your opportunity to make the PUC and the utility company aware of any concerns that you have about the proceeding.
- **Call the OCA In Advance If You Have Questions about the Process or the Proceeding.** The OCA will answer questions you may have about the public input hearing and the proceeding.
- **Prepare What You Want to Say in Advance.** It is helpful to prepare your statement ahead of time. Especially if you are nervous about participating, you may want to write out your statement and then read it when you are called.
- **Add Your Own Experiences.** When you testify, give specific information relevant to the issues that concern you. If other customers have testified about the same issue, you may still mention it to show that the issue affects more than one. The Judge sometimes sets time limits for testimony.
- **Be Sworn In.** You may provide an unsworn statement, but unless you are sworn in, your testimony will *not* become part of the record in the proceeding.
- **Speak Slowly and Clearly.** Your testimony is important, so stay close to the phone or microphone, keep your voice up and use short sentences to explain your concerns with the proceeding.
- **Questions.** One of the parties may ask you questions about your testimony. Listen carefully to the questions and answer the best that you can. It is okay if you do not know the answer.
- **If required by the Administrative Law Judge, register in advance.** If there is a preregistration requirement, that information will be available in the notice and in newspapers and social media posts.

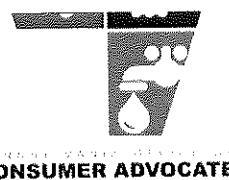
If the hearing is being held telephonically, here are a few additional tips:

- **Call in a Few Minutes Early.** If possible, call the toll-free number you are provided at least 5 minutes before the hearing is to begin. You will then have the opportunity to hear the PUC Administrative Law Judge's instructions at the beginning of the hearing.
- **Late Callers.** If you call in late, you may still be able to testify, but you will likely be called after all other customers have testified.

Thank You for Your Interest

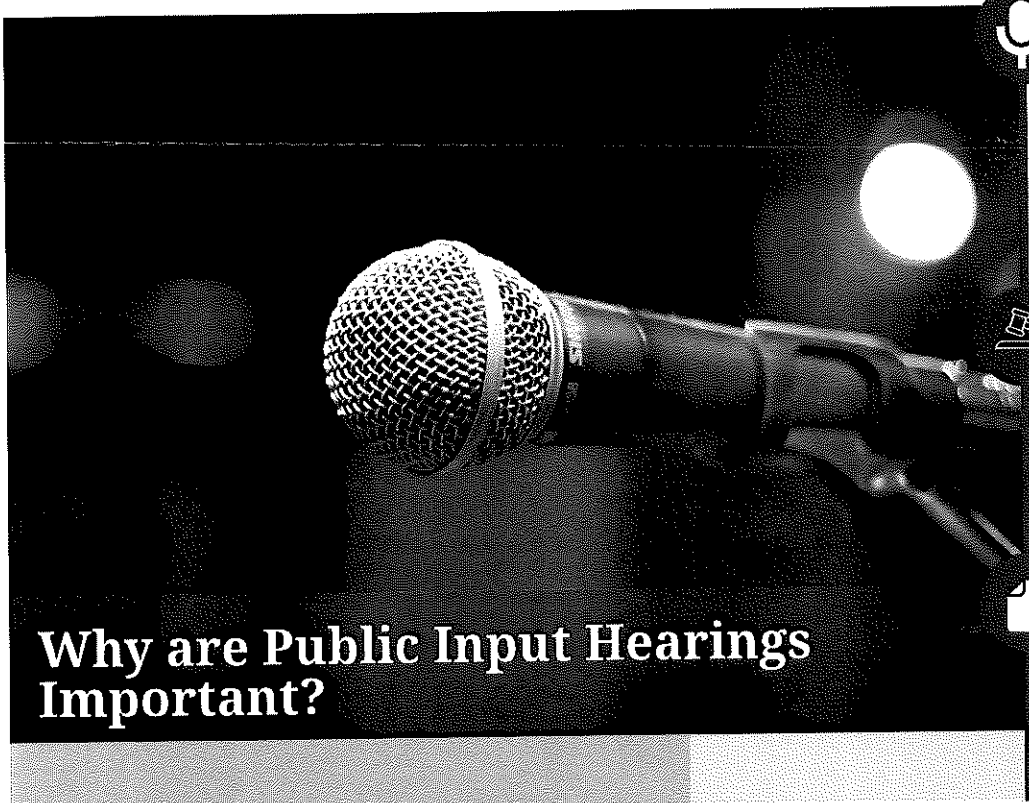
Office of Consumer Advocate, 555 Walnut Street, 5th Floor, Forum Place, Harrisburg, Pa 17101-1923
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4872-1061-7719

Public Input Hearings



Public Input Hearings give every person an opportunity to speak about how and why this potential rate increase matters. Comments, or testimony, can include information about how this case would impact them if approved by the PUC without any changes.

These hearings are open to the public and can be held in-person or online. The Judge who is ruling over the case, the PA Public Utility Commission, Advocates and Company staff are all there to listen.



Why are Public Input Hearings Important?



Prepare what you want to say before the hearing. This may help you feel more comfortable when it is your turn to speak.



Share your experience. Use specific examples when speaking or preparing your comment and if someone starts describing the same issue as you, repeat it. This shows all interested parties that this could be a pattern that impacts more than one customer.



When the judge asks you if you would like to be sworn in, we encourage you to say yes. Saying yes permits your comment to become a part of the case record and will be considered in the final decision when that is made.



If you can't make the hearing, submit a comment. Forms are available through the PUC's website or you can call OCA and we will mail you a form directly or you can contact OCA with your concerns.

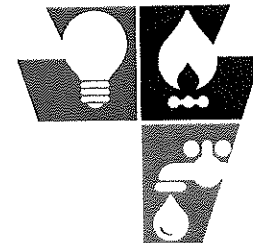
Your opinion matters! Public Input Hearings are how the people that can help you, can hear you. Customers can use this time to speak about their current experience with the company. Some examples include issues like:

- My bill is already too high. If it increases any more, I won't be able to afford it!
- I can't talk to someone when I need help and I don't know where to turn.
- My service goes out regularly and it takes hours or days for it to come back on.

These comments can be used to strengthen our point and build our case for why some parts of the company's proposal may not be fair or reasonable to ask for. OCA may be able to use some of these shared experience in testimony and ask the company to create a resolution for the customer.

One common misunderstanding is that rate cases only focus on the rates or costs. Rate cases also look at service quality and Customer Assistance Programs. The OCA looks at how these can be improved and will often use your testimony at Public Input Hearings to make recommendations to the Commission.

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



PENNSYLVANIA OFFICE OF
CONSUMER ADVOCATE

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

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.oca.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?
<p>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</p>	<p>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.</p> <p>Please provide:</p> <ol style="list-style-type: none"> (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 <p>For in-person hearings: You are encouraged to pre-register prior to the hearing date.</p> <p>Last day to pre-register for telephonic hearings: Friday, February 2, 2024. You must pre-register to participate by telephone.</p>
<p>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</p>	
<p>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</p>	
<p>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</p>	
<p>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</p>	
<p>Date: Wednesday, February 7, 2024 Times: 1:00 and 6:00 PM Type: Telephone Telephone: Register with OCA to get the call-in number</p>	
<p>Have exhibits?</p>	
<p>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.</p> <p>Last day to email exhibits to OCA:</p> <p>For in-person hearings: January 25, 2024</p> <p>For telephonic hearings: February 2, 2024</p>	
<p>Need an interpreter?</p>	
<p>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.</p>	
<p>Have more questions?</p>	
<p>Contact the Office of Consumer Advocate at 1-800-684-6560 or consumer@paoca.org.</p>	