



**\*\*\*Consumer Bulletin\*\*\***  
from the  
**Pennsylvania Office of Consumer Advocate**

**Announcing Public Input Hearings Regarding the  
Proposed Rate Increase Request of  
Pennsylvania-American Water Company**

The Pennsylvania Public Utility Commission (PUC) has scheduled eight videoconference/telephonic public input hearings to gather information from ratepayers regarding the proposed rate increase request filed by Pennsylvania-American Water Company.

The PUC is the state agency that is investigating the proposed rate increase and will make the final determination as to what increase, if any, is just and reasonable.

The Office of Consumer Advocate represents consumer interests and encourages all customers affected by this proposed rate increase to participate.

**The Public Input Hearings will be held by videoconference/telephone on:**

**Tuesday, August 18, 2020 at 1:00 p.m. and 6:00 p.m.**

**Tuesday, August 25, 2020 at 1:00 p.m. and 6:00 p.m.**

**Wednesday, August 26, 2020 at 1:00 p.m. and 6:00 p.m.**

**Thursday, August 27, 2020 at 1:00 p.m. and 6:00 p.m.**

- To testify in a public input hearing, register online or contact the Office of Consumer Advocate (OCA) by 4:00 p.m. on the applicable registration deadline date. Registration links, the OCA phone number and registration deadlines are listed below.  
(Note: you do not need to use a computer or video to testify at a public input hearing.)
- After you register, you will receive a confirmation e-mail with a link to join the public input hearing for which you registered.
- After you register, if you wish to testify only by phone on the day and time of the hearing for which you registered, dial 1-877-310-7479 and enter the unique event number for the hearing for which you registered. The unique event numbers are listed below.
- Any persons that have not registered online or contacted the OCA by the applicable registration deadline date may not be able to testify during the public input hearings.
- If you do not wish to testify but want to listen to the public input hearings, you do not have to register. Use the applicable WebEx link for the day and time you wish to listen to the public input hearing or call 1-877-310-7479 and enter the unique event number listed for each hearing below.

**If you have questions or need additional information, please contact our office.**

consumer@paoca.org  
1-800-684-6560

 /pennoca  @pa\_oca  
[www.oca.state.pa.us](http://www.oca.state.pa.us)

**Public Input Hearing on August 18, 2020 at 1:00 p.m.**

To testify in this hearing, register online at <https://tinyurl.com/y5alapqf>  
or call the OCA at 1-800-684-6560.

**Registration Deadline: August 13, 2020 at 4:00 p.m.**  
Event Number 127 637 2501

**Public Input Hearing on August 18, 2020 at 6:00 p.m.**

To testify in this hearing, register online at <https://tinyurl.com/y5382a9b>  
or call the OCA at 1-800-684-6560.

**Registration Deadline: August 13, 2020 at 4:00 p.m.**  
Event Number 127 513 8820

**Public Input Hearing on August 25, 2020 at 1:00 p.m.**

To testify in this hearing, register online at <https://tinyurl.com/yxgcyr2>  
or call the OCA at 1-800-684-6560.

**Registration Deadline: August 20, 2020 at 4:00 p.m.**  
Event Number 127 704 2563

**Public Input Hearing on August 25, 2020 at 6:00pm**

To testify in this hearing, register online at <https://tinyurl.com/y5y5zx3g>  
or call the OCA at 1-800-684-6560

**Registration Deadline: August 20, 2020 at 4:00 p.m.**  
Event Number 127 882 3168

**Public Input Hearing on August 26, 2020 at 1:00pm**

To testify in this hearing, register online at <https://tinyurl.com/y39fk96z>  
or call the OCA at 1-800-684-6560

**Registration Deadline: August 21, 2020 at 4:00 p.m.**  
Event Number 127 725 5848

**Public Input Hearing on August 26, 2020 at 6:00 p.m.**

To testify in this hearing, register online at <https://tinyurl.com/y2rrrwtx>  
or call the OCA at 1-800-684-6560

**Registration Deadline: August 21, 2020 at 4:00 p.m.**  
Event Number 127 228 7524

**Public Input Hearing on August 27, 2020 at 1:00 p.m.**

To testify in this hearing, register online at <https://tinyurl.com/y5w39czy>  
or contact the OCA at 1-800-684-6560

**Registration Deadline: August 24, 2020 at 4:00 p.m.**  
Event Number 127 248 8863

**Public Input Hearing on August 27, 2020 at 6:00 p.m.**

To testify in this hearing, register online at <https://tinyurl.com/yxr7hp6u>  
or contact the OCA at 1-800-684-6560.

**Registration Deadline: August 24, 2020 at 4:00 p.m.**  
Event Number 127 972 3396



## **Tips for Participating in Videoconference/Telephonic Public Input Hearings Regarding Pennsylvania-American Water Company**

The Public Utility Commission (PUC) has scheduled eight public input hearings regarding the rate increase request filed by PAWC. **The hearings will be held on August 18, 25, 26 and 27 at 1:00 p.m. and 6:00 p.m. each day.** The Office of Consumer Advocate offers the following instructions and tips for those who would like to testify or listen to the hearings:

**Please Participate.** This is your opportunity to make the PUC, PAWC and the other parties aware of any relevant concerns that you have regarding this proposed rate increase request.

**Register Online or Call the Office of Consumer Advocate If You Want to Testify at a Public Input Hearing.** You must register online or contact the OCA at 1-800-684-6560 no later than 4:00 p.m. on the applicable registration deadline date listed on the Consumer Bulletin. (Note: you do not need to use a computer or video to testify at a public input hearing.) **Any persons that have not registered online or contacted the OCA by the applicable registration deadline date may not be able to testify during the public input hearings.**

**If you do not wish to testify, but want to listen to the public input hearings, you do not need to register.** Use the applicable WebEx link listed on the Consumer Bulletin for the day and time you wish to listen to the public input hearing or call 1-877-310-7479 and enter the unique event number listed for each hearing on the Consumer Bulletin.

**Prepare What You Want to Say in Advance.** It is helpful to prepare your statement ahead of time. If you are nervous about speaking, you may want to write out your statement and then read it when you are called.

**Be Sworn In.** You may provide an unsworn statement, but unless you are sworn in as a witness your testimony will *not* become part of the record in the proceeding.

**Add Your Own Experience.** As a customer, you have unique information. When you testify, give specific examples to support the issues you address. If other customers have already testified about the same issue, you may still mention it. It will show the issue is not affecting just one person. If there are many speakers, the Judges may set a time limit for each witness.

**Speak Slowly and Clearly.** Your testimony is important so make sure you are understood. Stay close to the phone or computer (if using the web link), keep your voice up and use short sentences to explain your concerns with the utility company's proposed rate increase. When you are not testifying, mute your phone to eliminate unnecessary noise.

**Questions.** Sometimes one of the parties in the proceeding may want to ask you a question about your testimony. Listen carefully to the question and answer it the best you can. It is okay if you do not know the answer.

**Assistance from the OCA.** If you need information about the proceeding or about how to testify, please feel free to contact the OCA at 1-800-684-6560 in advance of the hearing.

**If you have questions or need additional information, please contact our office**

1-800-684-6560  
[consumer@paoca.org](mailto:consumer@paoca.org)



/pennoca



@pa\_oca

[www.oca.state.pa.us](http://www.oca.state.pa.us)