

Philadelphia Water Department Rate Board Hearing
February 23, 2016

CITY OF PHILADELPHIA
PHILADELPHIA WATER DEPARTMENT PRESENTATION
RATE BOARD HEARING
Tuesday, February 23, 2016
MINUTES of FORMAL HEARING

- - -

LOCATION: White Rock Baptist Church
5240 Chestnut Street
Philadelphia, Pennsylvania

REPORTED BY: ANGELA M. KING, RPR
Registered Professional Reporter

- - -

HELD BEFORE:

NANCY BROCKWAY - HEARING OFFICER
BERNARD BRUNWASSER - CHAIR
MICHAEL CHAPMAN, BOARD MEMBER

ALSO PRESENT:

COUNCILWOMAN JANNIE BLACKWELL
SENATOR ANTHONY HARDY WILLIAMS
STATE REPRESENTATIVE VANESSA LOWERY BROWN

Philadelphia Water Department Rate Board Hearing
February 23, 2016

<p style="text-align: right;">Page 2</p> <p>1 - - - 2 MR. BRUNWASSER: This is our first 3 informal hearing regarding the Water Department's 4 request for higher rates for the Fiscal Years 5 2017 and 2018. Hopefully, you see -- obviously, 6 you're aware of this hearing either by word of 7 mouth or you saw the notice in the paper. But we 8 are very happy that you're here. 9 I am Bernard Brunwasser, the Chairman of 10 the new Rate Hearing Board for water, wastewater 11 and stormwater services. As you may know, about 12 three years ago the Charter changed in the way 13 water rates are considered and approved. And 14 because of that Charter change, the power to 15 raise rates was taken out of the Water Union's 16 hands and put in the hands of the five-member 17 Board appointed by the Mayor and approved by the 18 City Council. I am one of the five members of 19 the Board. 20 And what this Board has done is 21 determine that we were going to have an 22 independent Hearing Officer to lead the hearings, 23 manage the hearings. And we are also going to 24 have a public advocate as well. I am sure the</p>	<p style="text-align: right;">Page 4</p> <p>1 really appreciate the attendance on a cold, wet, 2 rainy evening. The purpose of the presentation 3 that I'll be giving is sort of an overview of 4 what the Water Department does and what you're 5 paying for in your monthly water, stormwater bill 6 and also talk a bit about the rate increase. 7 Before I begin, I want to mention our 8 Board Commissioner, Debra McCarty is here. Our 9 Deputy Commission of Finance Missy LaBuda is also 10 here. We have Water Department staff. I see 11 Councilwoman Blackwell has joined the meeting. 12 We thank everyone for coming out. 13 So essentially, we are asking for you to 14 hold all questions. Hopefully, we can tackle 15 everything very quickly. I know people want to 16 get started. The Water Department usually 17 provides integrated services -- water, wastewater 18 and stormwater -- in one of the city's ten 19 operating departments. We operate and maintain 20 our water and storing infrastructure, water 21 treatment plants, wastewater treatment facility. 22 We are fully funded by all of you, our rate 23 payers. We have a separate water fund. A lot of 24 people sometimes thinks that what they're paying</p>
<p style="text-align: right;">Page 3</p> <p>1 public advocate is here or members of the public 2 advocate is with us. We also have some experts 3 from the Water Revenue Bureau. You may not be 4 aware, but the Revenue Department of the City 5 handles the Water Department's billings. So if 6 you have any kind of billing issues or billing 7 problems, we will put you in touch with those 8 folks. And hopefully, they will be able to take 9 care of any specific problems that you have. 10 We also have the staff of the Water 11 Department and many members of the staff who will 12 be able to answer operational questions that you 13 may have and any kind of problems -- flooding, 14 hydrants -- or any of that type of thing. 15 So in order to get us going, we have 16 Ms. Joanne Dahme from the Water Department. She 17 is the Head of Public Affairs for the Department 18 of Water. Has been for quite a while. We will 19 begin a presentation. We kindly ask you to hold 20 questions until the end so we can get through 21 things a little bit quicker. 22 Joanne? 23 MS. DAHME: Thank you. Good evening, 24 everybody. Thank you for coming out tonight. We</p>	<p style="text-align: right;">Page 5</p> <p>1 is taxes for water. That's not the case. It's 2 based off what we call cost of service. Our 3 customers provide us with the revenue to do 4 everything that we need to do. 5 What we are doing this time around, 6 first time we had a Water Rate Board. They are 7 going to be making the decision about the entire 8 process. The Hearing Officer is here this 9 evening. We have two members of the Rate Board. 10 We have a number of hearings that will be taking 11 place. This is the first one. You are sort of 12 my focus group. You will give my some feedback 13 about what you think about this presentation and 14 how helpful it is. 15 What does the Water Department do? We 16 provide drinking water. We clean up wastewater. 17 And we also manage stormwater. The utility 18 handles the entire cycle. We talk about where 19 you get your drinking water. We pump that from 20 one of our two rivers, Delaware and the 21 Schuylkill. We take that through pipes to a 22 water treatment facility. We have to process 23 that, make it clean and safe to drink. 24 Then there is downgrade of people who</p>

Philadelphia Water Department Rate Board Hearing
February 23, 2016

<p style="text-align: right;">Page 6</p> <p>1 use that. Goes through a sewer system of our 2 wastewater treatment facility where we clean the 3 water up before we return it back to the Delaware 4 River cleaner than when we took out. 5 Other major components, we have to do a 6 lot of replacement and rehabilitation to the 7 infrastructure in our old city and have old aging 8 pipes and aging facilities in good shape. They 9 are only in good shape because we continue to 10 maintain them and update them as we continue to 11 do that. 12 Our delivery and collection system. 13 That's 6,000 miles of water mains that brings 14 clean drinking water to your homes. The other 15 half is the sewer system where we take the 16 wastewater where you flush the toilet, take a 17 shower, that goes through the sewer system to a 18 wastewater treatment facility. We complete that 19 entire water cycle. 20 Drinking water quality. As the Water 21 Department, we see this as our top priority. 22 Making sure that our customers receive top 23 quality, safe, clean healthy drinking water. We 24 all take that very seriously. We have excellent</p>	<p style="text-align: right;">Page 8</p> <p>1 plants that process all that water, approximately 2 236 million gallons a day around the city. 3,000 3 miles of water mains. There's valves. There's 4 hydrants. There's a lot of components that go 5 along with that system. Many things that take 6 care of that system. 7 Our wastewater treatment is also what we 8 consider top quality and award winning. So, we 9 take a lot of pride in considering that the 10 sewages, the wastewater that comes in our 11 facilities, we treat, clean that and turn it back 12 to our river. It's our mandate to make sure we 13 protect our drinking water sources. The 14 Schuylkill and Delaware where we get our water, 15 we don't want to dirty that water. We also want 16 to make sure we improve the quality of life and 17 amenity of those waters. 18 I have a few photos going to be showing 19 you a snapshot of the things the Water Department 20 takes care of. This is a photo of our southeast 21 water waste control plant. One of the first 22 pieces of equipment when the water comes into the 23 plant, we have the water trash racks where we 24 have to remove anything that will go down the</p>
<p style="text-align: right;">Page 7</p> <p>1 track record. We received a number of awards. 2 It's not about the award. It's about the 3 dedication of our staff. We take it very 4 seriously. 5 We have drinking water quality guides 6 come out on an annual basis. We have copies on 7 that table, which will sort of walk you through 8 all the things we hope for, all the monitoring 9 that we do, all the performing we have to make 10 for. A lot of work goes behind that. 11 We have Bureau of Laboratory Services. 12 The Bureau of Laboratory Services is essentially 13 the team that looks at drinking water quality 14 24/7, tests, monitors. We are required to 15 regulate. We make sure the drinking water all 16 meets top. 17 Our drinking water service area. I 18 mention we have three water treatment facilities. 19 We have one plant that serves in northeast which 20 takes water from the Delaware River. We have a 21 Green Lane and Belmont water treatment facilities 22 that takes water from the Schuylkill. This 23 section of Philadelphia is served by are Belmont 24 water treatment facility. With that drinking</p>	<p style="text-align: right;">Page 9</p> <p>1 storm drain and get to the plant. We see volley 2 balls, kick balls, twigs, whatever trash gets to 3 it. We have to remove that. It's many 4 components to the wastewater treatment process. 5 Many moving parts. 6 Our wastewater system, we have three 7 plants. We have northeast, southeast and 8 southwest. The City is divided into those three 9 drainage districts. Along with those wastewater 10 treatment facilities, we have miles of mains over 11 3,000-mile of water main. We treat an average of 12 397 million gallons per day. These plants also 13 treat stormwater in some areas of the City. 14 One of the other things we have to 15 maintain, we manage stormwater. Some areas we 16 have flooding issues. We have to build systems 17 that amounts to taking more stormwater than it 18 normally takes. The City has grown, has 19 developed. It's very urban city. Lots of 20 impervious surfaces. One of our regulatory 21 requirements is making sure that we maintain and 22 clean and stop those overflows. 23 This is a photo of our Belmont Wall 24 Water Basin, our treatment plant that serves this</p>

Philadelphia Water Department Rate Board Hearing
February 23, 2016

<p style="text-align: right;">Page 10</p> <p>1 area. Gives you a sense of the scale. Our 2 facilities are sometimes about a hundred years 3 old. Facilities are in good shape. But to make 4 sure that they are in good shape, you have to 5 renovate, repair them. We have to empty the 6 space. This is the basin where we pump river 7 from the Schuylkill. It's not treated water, but 8 it sitting there. That's the first part of our 9 treatment. Allow it to settle down before it 10 goes to the treatment process. 11 Also when you think about all the water 12 mains we have and the sewers we have, 6,000 miles 13 of piping is a lot to maintain and replace. This 14 photo is just to give you a sense of every time 15 you peel back a layer of treatment, it's a lot of 16 other infrastructure that lies beneath. It's a 17 lot of work and a lot of time in order to replace 18 mains and sewers. It's a complicated effort but, 19 something that we are very serious about because 20 you have an aging system. And we do need to make 21 sure that replacement ideally at the end of 22 useful life. 23 We have a lot of capacity. So, we have 24 about 1.6 million customers in the City of</p>	<p style="text-align: right;">Page 12</p> <p>1 have proposed increase on the books. We notified 2 City Council and the Water Rate Board January 8, 3 2016. One of the major reasons for that is the 4 replacement of critical infrastructure to make 5 sure that we continue to provide reliable, safe, 6 top quality service and the regulatory 7 requirements that sort of drive that. 8 We need some additional 105 million over 9 two years. We are talking about Fiscal Year 17 10 and Fiscal Year 18. Fiscal Year 17 starts July 1 11 for us. The 105 is sort of the gap that we have 12 to replace and we have to collect in order to 13 make sure that we continue to provide these 14 essential services, make sure that we meet our 15 regulatory requirements and replace 16 infrastructures we need to replace. 17 We do like to point out that we are not 18 a for-profit utility. We don't have a board of 19 investors. So, we're not pressured to make 20 money. We do need to recover the revenue that we 21 need in order to make sure we meet our 22 obligations to operate, maintain and treat. 23 So how this rate increase impacts water 24 bills. I know that's what many customers are</p>
<p style="text-align: right;">Page 11</p> <p>1 Philadelphia that we serve both drinking water 2 and wastewater. We also have some wholesale 3 customers. They are customers that we serve 4 through municipalities or other utilities because 5 we have excess capacity. A good thing for us to 6 also provide services to those that need it. 7 We also comply with state and federal 8 law. Everything we do to ensure safe water 9 drinking quality is under Safe Water Drinking 10 Act. Lots of regulations. They are there to 11 protect public health. We adhere to them. We do 12 better and exceed those standards. We also have 13 a lot of regulations on the Clean Water Act Side. 14 Making sure we protect our rivers and streams. A 15 lot of what we're talking about tonight is based 16 on regulatory requirements. 17 Big piece of that is stormwater. We 18 have to stop combining stormwaters to our rivers. 19 When we talk about this \$2.4 million program, it 20 refers to the Green City Waters Program. We are 21 really looking to protect waters and streams 22 before it gets into our system. 23 So, we are meeting here today because 24 the Department is requesting a rate increase. We</p>	<p style="text-align: right;">Page 13</p> <p>1 most interested in. Over the two years, it's 2 11.7 percent increase. When we look at it, it's 3 broken down into what will happen over those two 4 years. If the proposed rate increase goes 5 through as we have on the books July 12, 2016, it 6 will be a 6.2 percent which will be \$4.20 7 additional on the typical customer bill. That is 8 the bill if customer uses 600 cubic feet. On 9 July 11, 2017, it's a 5.5 percent increase that 10 will add an additional \$3.90 in the monthly bill. 11 For senior citizens, so eligible senior 12 citizens -- and there are senior citizens who are 13 eligible for a 25 percent discount if you have a 14 certain annual income. The increase will be 15 about \$3.10 beginning this July, and then the 16 following July 2017, an additional \$3. 17 So, why we are requesting the water rate 18 change. I talk about aging infrastructure. Very 19 important for us to replace our 6,000 miles of 20 water main and sewers. Our goal is to make sure 21 we replace those. We want to take it to the end 22 of what we call their useful life. Ideally, we 23 replace before they break. We don't always do 24 that, but that is the goal. We talk about</p>

4 (Pages 10 to 13)

Philadelphia Water Department Rate Board Hearing
February 23, 2016

<p style="text-align: right;">Page 14</p> <p>1 regarding regulations. We are required to 2 protect our drinking water supply. 3 But the other components we do have are 4 assistance program. We provide discounts and 5 grants because we recognize not every customer 6 has the wherewithal to pay the regular bill. And 7 we see changes in water use. Water use is going 8 down and appliances are much more efficient. 9 We compare wealth regionally. We look 10 at sort of in the middle of the pack. We look at 11 utilities around us. Even with the increases, we 12 are still sort of in the middle of both. When we 13 look nationally, we are also sort of more towards 14 the lower end of the scale. Every utility across 15 the country has the same regulatory obligations 16 that we are dealing with. Everyone pays for 17 those regulatory obligations. 18 Typical bill. When we break that down, 19 about \$25 of that is for the water component of 20 your bill. Treating, delivering safe drinking 21 water. Sewer component is \$18, collecting and 22 taking that to our wastewater facility. 23 Stormwater is 14 sum. That is managing 24 stormwater. There is service charge for a</p>	<p style="text-align: right;">Page 16</p> <p>1 We do a number of things to keep rates as low as 2 possible. We have a rate stabilization fund 3 which is like our rainy day fund, smart debt 4 management. Lots of assistance programs. 5 We have information about all these 6 programs in the back. We have lots of 7 information online. We recognize that water 8 service is top priority for everyone. It's an 9 essential service. We have programs in order to 10 assist those people who cannot always meet those 11 needs. 12 We are glad you are here tonight. The 13 rate process is important. We need to hear from 14 the public. We need to hear your concerns and 15 what you care about and hear your opinions. 16 That's why the Rate Board is here tonight. 17 That's what they're here to listen to, the 18 actions you can take. 19 So you can testify tonight. I know a 20 sign-in sheet was going around. You can send a 21 letter to the Rate Board. And we have other 22 public meetings on the schedule. So, important 23 that we hear from you. You are our customers and 24 you are paying for these rates.</p>
<p style="text-align: right;">Page 15</p> <p>1 million in collection. We do like to point out 2 that even when these rates become official, every 3 customer will be paying about \$2.40 for about 150 4 gallons of usage which is really a lot. When you 5 think about when you buy a cup of coffee or you 6 buy a bottle of water, it's about \$2 for that. 7 And we felt like public water is a much better 8 buy and serves all kinds of uses that you need. 9 What would Philadelphians get for 10 Philadelphia water? We also like to point out we 11 are employees. We live here in the City. We 12 have a stake in ensuring the quality of life in 13 the City does improve. The Department also has a 14 bid to helping find employment for underserved 15 communities. We work on Philadelphia PowerPoint 16 program. We required 87 young members from 17 variety of communities and at-risk youth because 18 we want to get back to the community. We want to 19 make sure the work we do is passed down as a 20 legacy to the residents in Philadelphia. 21 We clean our streams. We do a lot of 22 other things that are working partnerships in 23 order to make sure that we are ensuring that our 24 rivers and streams are kept as clean as they can.</p>	<p style="text-align: right;">Page 17</p> <p>1 So thank you. I did that in record 2 time. 3 HEARING OFFICER BROCKWAY: Thank you, 4 Joanne. My name is Nancy Brockway. I am the 5 Hearing Officer that was appointed by the Board, 6 the Rate Board, to conduct hearings. I apologize 7 for being late tonight. 8 This evening is for you guys to tell us 9 what your thoughts and concerns are about rate 10 increases or the rate increase that's been 11 proposed. You've already met Bernie Brunwasser 12 the Chair of the Board. With me is Mike Chapman 13 who is appointed by the Mayor, Member of the 14 Board. We are independent from the public -- the 15 Philadelphia Water Department. So, we listen 16 carefully to what they have to say and what their 17 positions are and their requests and needs are. 18 But we make the decisions based on the 19 information that comes in through this process 20 including tonight's hearing. 21 I understand we have with us 22 Councilwoman Blackwell and State Senator 23 Williams. And if I've missed any other public or 24 appointed official.</p>

5 (Pages 14 to 17)

Philadelphia Water Department Rate Board Hearing
February 23, 2016

Page 18

1 AUDIENCE MEMBER: State Representative
2 Vanessa Lowery Brown. She's my state rep.
3 REPRESENTATIVE BROWN: Thank you.
4 Hello, everyone.
5 HEARING OFFICER BROCKWAY: Great. This
6 may be unusual for Philadelphia, so I don't mean
7 to put anybody on the spot. As a courtesy, if
8 any of the elected or appointed public officials
9 want to speak first, we would be glad to hear
10 from them. I guess we have two mics, so we're
11 going to have to ask people to come up to the
12 microphone up here.
13 Again, you don't have to.
14 MR. CHAPMAN: We asked if anybody wants
15 to speak, any public official.
16 SENATOR WILLIAMS: For those who don't
17 know me, my name is Senator Anthony Hardy
18 Williams. For those who do, I am glad to see you
19 are here. Obviously, this issue is one that
20 plays to the City and not the State. I am really
21 hear to listen as a citizen. My neighborhood is
22 Cobbs Creek Parkway. It affects me as you. So,
23 I want to get as much information as I can. I am
24 here to support my Councilwoman and take

Page 19

1 direction from her on what she thinks is
2 appropriate and take it from there.
3 HEARING OFFICER BROCKWAY: Thank you
4 very much. Any other public or appointed or
5 elected official?
6 COUNCILWOMAN BLACKWELL: Thank you.
7 Good evening. Let me first thank God for the
8 privilege of being here tonight. And I thank him
9 for being here at Church of White Rock. So, it's
10 a privilege and a pleasure.
11 I, like all the folks who deal with
12 especially our Former Commissioner and our
13 Commission, who deal with this issue. But I
14 don't support a water rate increase.
15 You know why I don't support it?
16 (Applause.)
17 COUNCILWOMAN BLACKWELL: I don't support
18 it because I like my job. I know how all of you
19 feel. We just had a 13 percent increase in '13,
20 and they want to go up to 17 by '17. And I know
21 the people just can't afford it.
22 So, we will do what we have to do with
23 City Council. I believe that my colleagues will
24 feel as I do. And they'll have issues to say.

Page 20

1 And besides that Water Department, I still got
2 about twelve people from the pipe that broke
3 about 52 and Westminster between Westminster and
4 Wyalusing. I got about twelve people who still
5 aren't straight from June 14. Come on folks.
6 You know, I love all of you and you all
7 have done a great job over the years. But my
8 work, my people need to be serviced. And we are
9 already dealing with that introducing a
10 legislation we have with regard to what happens
11 when there's an emergency, a fire emergency or
12 emergency for water.
13 And you know, I only fight when I have
14 to. When you all watch the budget, I'll be quiet
15 unless some of those Commissioners try to talk to
16 me about you. I have no need to do anything but
17 service you. I thank God for the privilege. And
18 certainly, we're going to do our part to
19 represent you as best we can.
20 I have a new gentleman with me that some
21 of ou may not have met. Tim Cooper, would you
22 stand up. (Mr. Cooper stands.) This is Tim
23 Cooper. He is part of our staff. In case you
24 see him around town, and you'll know he

Page 21

1 represents me. And Marty you already know.
2 Marty, stand up please. (Marty also stands.)
3 You already know Marty. I've known
4 Marty since 1972, so what can I tell you, we go
5 way back. We like family.
6 But I will be -- I will turn the mic
7 over to State Representative Vanessa Lowery
8 Brown. I want to say thank you Grace from the
9 60th Ward. Thank you.
10 (Applause.)
11 COUNCILWOMAN BLACKWELL: And all of my
12 friends and neighbors and people who will deal
13 with this issue, I know why you are all out here
14 in this bad weather. I know what you tell me,
15 what you say about water rate increase. And I
16 will do my part to make sure that is known.
17 All of these folks work for the Water
18 Department, but the Board has to okay for it to
19 happen. So, we're not at that point. We will
20 have an opportunity to do our part to reject it
21 if possible.
22 Thank you very much.
23 (Applause.)
24 REPRESENTATIVE BROWN: Thank you,

Philadelphia Water Department Rate Board Hearing
February 23, 2016

Page 22

1 Councilwoman. I'm going to show you how smart I
2 am. I'm with her.
3 (Applause.)
4 REPRESENTATIVE BROWN: So, I pay water
5 bills just like you do. No one wants to see
6 their bills go up. I support whatever the
7 community is on this. This is where I want to
8 be. I kind of have a feeling I know already
9 where you are. We are going to hope that we can
10 have a good discourse tonight. And we will do it
11 civilly tonight and respectfully. And we will
12 listen to what is being presented to us and then
13 we are going to give our opinions about how we
14 feel about what we hear. And I think that's fair
15 on all parts.
16 Without any further ado, I am just going
17 to remove myself from the mic and get on with the
18 program.
19 COUNCILWOMAN BLACKWELL: We got good
20 people here.
21 REPRESENTATIVE BROWN: Yes, we do.
22 Thank you, everyone.
23 HEARING OFFICER BROCKWAY: Thank you
24 very much. Now we've come to the essential

Page 23

1 reason for our gathering together just to hear
2 from you what your opinions are about the rate
3 increase proposal and what your concerns are and
4 anything else you'd like to tell the Board as we
5 over the next, let's see, we have until June 30
6 to figure this out. So any time between now and
7 June -- any time between now and April 18, I
8 think. We will let you know. It's on our web
9 page.
10 We will take any kind of comment, even
11 if you have spoken here tonight. We will take
12 your comments. We will take your complaints,
13 your concerns. We can't help with individual
14 bill problems. For that, you do have to go to
15 the PWD itself. What we are here to do is to
16 review the PWD's request for a rate increase.
17 I have before me four names on the
18 sign-up sheets that people who said they would be
19 interested in speaking. We are not going to
20 limit it to that, but why don't we start there.
21 I have a Diane Showers. Come on up and you can
22 use the mic if you would.
23 MS. SHOWERS: Hello. This increase that
24 you're talking about, is this a temporary

Page 24

1 increase? I heard you say two years.
2 Is this supposed to be for two years the
3 same kind of increase, temporary increase, that
4 Michael Nutter asked for on our real estate that
5 was supposed to be for two years and it just
6 continued on and on and on?
7 HEARING OFFICER BROCKWAY: I don't know
8 about that. If they get it, it will go up the
9 beginning of July next year and then stay at that
10 level unless it's changed for some other reason.
11 And then July of the following year, it would go
12 up again. These increases will stay unless, for
13 some reason, their cost of doing service drops
14 and they lower the rate.
15 MS. SHOWERS: It's not for two years
16 then?
17 HEARING OFFICER BROCKWAY: No. It's
18 going to happen over two years.
19 MS. SHOWERS: What I'm saying, is the
20 rate going to go back after the second year?
21 HEARING OFFICER BROCKWAY: No.
22 MS. SHOWERS: Okay. Well, I think that
23 the citizens of Philadelphia would be impacted
24 negatively. This is not Simi Valley where they

Page 25

1 have money up the yahoo where, you know, they
2 have a lot of disposable income. A lot of people
3 here in Philadelphia on fixed incomes, low
4 income, no incomes.
5 And I think we've been tricked a lot,
6 particularly with that real estate increase that
7 we got from Michael Nutter. And we are hammered
8 all the time by the gas company, and I think
9 enough is enough. I think we need to -- we just
10 need to stop. I think if you need that
11 \$150 million, can you get it in a two-year
12 period?
13 HEARING OFFICER BROCKWAY: I'm not sure
14 I understand the question.
15 MS. SHOWERS: I thought I saw something
16 that you need \$105.
17 HEARING OFFICER BROCKWAY: The three of
18 us and the other Board Members, I am staff -- we
19 don't need anything, but the Water Department
20 does.
21 MS. SHOWERS: They need the \$105
22 million.
23 HEARING OFFICER BROCKWAY: That's what
24 they said.

Philadelphia Water Department Rate Board Hearing
February 23, 2016

Page 26

1 MS. SHOWERS: Can they get it in a
2 two-year period? That's what I'm asking. How
3 come the rate can't go back after two years like
4 Michael Nutter did real estate taxes? That
5 stayed the same.
6 HEARING OFFICER BROCKWAY: The Board
7 does look at the question of beyond the two
8 years. Nobody so far has suggested to the Board
9 that their costs are going to go down after the
10 two years. So nobody --
11 MS. SHOWERS: I am just talking about
12 the figure I saw \$105 million. If that's what
13 they need and they can get it in two years, why
14 can't they get it and then go back to the
15 \$7-dollar a month rate?
16 HEARING OFFICER BROCKWAY: Well, you can
17 talk with them about it.
18 MS. SHOWERS: Who do I talk to?
19 HEARING OFFICER BROCKWAY: They are
20 proposing that going forward.
21 MS. SHOWERS: Can somebody answer that.
22 MR. DASENT: After the presentation by
23 the various witnesses as to their concerns, Debra
24 McCarty and her Deputy Commissioner from Finance

Page 27

1 Ms. LaBuda is here. We can get additional -- and
2 Steve Vertek are in the room and can offer some
3 additional explanations.
4 Why don't we hear from the customer
5 first.
6 HEARING OFFICER BROCKWAY: Thank you,
7 Mr. Dasent. I apologize.
8 MR. CHAPMAN: Are you okay with that?
9 If they respond after, can you wait?
10 MR. BRUNWASSER: Can you wait?
11 MS. SHOWERS: They will answer it?
12 HEARING OFFICER BROCKWAY: We can't
13 answer that.
14 MS. SHOWERS: Thank you.
15 HEARING OFFICER BROCKWAY: We have to
16 rule on the request.
17 MS. SHOWERS: Thank you.
18 HEARING OFFICER BROCKWAY: Certainly, we
19 have taken your comment about this.
20 MS. SHOWERS: That 105 million in two
21 years, yes.
22 HEARING OFFICER BROCKWAY: Next, Sandra
23 Steward. By the way, if you hadn't mentioned it,
24 we do have a court reporter here. Nobody is

Page 28

1 under oath, but we like to have a record of
2 what's been said so that we can refer back to it
3 and to get your comments, also.
4 Chairman Brunwasser asked me to let you
5 know there are several board members who could
6 not be here tonight. One of them is home with a
7 sick child. The other baby-sitting daughter's
8 child. But they will have access to the
9 transcript as well, so I'm sure they will read it
10 to hear your comments.
11 And now, ma'am.
12 MS. STEWARD: Councilwoman Blackwell,
13 she answered some of my questions which was when
14 was our last increase. And I think you said it
15 was 2013. Okay, so 2013. This is 2016.
16 Can someone tell me what that
17 increase -- what did that cover? What did we get
18 from that increase in 2013?
19 HEARING OFFICER BROCKWAY: You know,
20 this is making it clear to me that the format
21 that we thought we were going to use for tonight
22 is not going to be responsive. Because, again,
23 the Board can't answer those questions. There
24 are people here from the Water Department.

Page 29

1 We had wanted to just hear from the
2 public. And we certainly have quite long
3 presentations from the Water Department. But if
4 it would be preferable to you all, we could ask
5 a representative of the Water Department to
6 answer your questions.
7 AUDIENCE MEMBER: We don't want a rate
8 increase.
9 MS. STEWARD: I would appreciate that.
10 I don't want an increase especially if you can't
11 tell me what you did with the money that you got
12 lost time. If you can't tell me that, then no.
13 No increase. Because it's getting ridiculous.
14 Every couple of years there is more money. You
15 need more money. You need more money.
16 What are you doing with it?
17 MS. SHOWERS: And where is it coming
18 from? Where is the money coming from?
19 AUDIENCE MEMBER: Is everybody in the
20 city paying back equal share.
21 MS. STEWARD: There are some of us
22 paying to --
23 (Public begins speaking all at once.)
24 MR. CHAPMAN: One person at a time. We

8 (Pages 26 to 29)

Philadelphia Water Department Rate Board Hearing
February 23, 2016

Page 30

1 appreciate the comments.
2 SENATOR WILLIAMS: Can I make a
3 suggestion? I don't really understand the
4 format.
5 There are technical questions that
6 people in the community want to have. I don't
7 think they understand the Board are not staff,
8 you are not paid as a part of the Administration.
9 I think you need to clarify the Board's function.
10 You all are private citizens and just
11 volunteering your time versus a staff person can
12 answer your questions.
13 And I think, Greg, you know, the format
14 is pretty simple. Do we agree with a rate
15 increase or not is what you're trying to get at
16 as a board? I don't think that answer is going
17 to be complex at all. The nuances that you want
18 to know from us, we can fill in the back part.
19 We can do that. But the truth is, it takes about
20 ten minutes to get to where we are and that is,
21 like, no.
22 I don't think people here know -- I
23 think it would be very helpful is if people
24 understand; one, you are Philadelphians; two, you

Page 31

1 all want to help the City; and three, you don't
2 have a position on it. You are trying to take
3 input as private citizens. I think they need to
4 understand that and what the staff is doing.
5 MR. CHAPMAN: I think you have done a
6 fabulous job with that.
7 HEARING OFFICER BROCKWAY: Because we
8 are independent, we have -- we are going to have
9 to take questions like that over to the
10 Department. And we have -- the Department has
11 sent its Commissioner Debra McCarty here.
12 What I would like to do, though, Debra
13 is separate that out from the process of hearing
14 from the public about their concerns, so not go
15 back and forth, back and forth. If that's all
16 right with you all, tell us, do you accept the
17 idea of a rate increase? Do you reject it.
18 AUDIENCE MEMBER: We don't want no rate
19 increase. I don't want the rate increase.
20 (Public all at once states "no" to increase.)
21 AUDIENCE MEMBER: I just want to say,
22 it's not a question of whether we want it or not
23 want it. Obviously, we do not want it. That's
24 why we all are here. So, that question should

Page 32

1 not even came up across the table. Now, for
2 people who have questions that need to be
3 answered, we need someone here.
4 MS. SHOWERS: Exactly.
5 AUDIENCE MEMBER: You as a Board Member
6 is to take notes and present it back to your
7 people. You is supposed to listen and answer our
8 questions that we brought it to you.
9 MS. SHOWERS: Exactly.
10 MS. McCARTY: I'm happy to do that.
11 Happy to do that. But the Hearing Officer is --
12 I'm taking her lead.
13 (Applause.)
14 HEARING OFFICER BROCKWAY: Supposedly,
15 I'm running this show. But we didn't want to get
16 in a position where we were saying to you or
17 suggesting to you that, oh, what the Water
18 Department says is what we believe. We wanted to
19 make it clear we are independent.
20 But it sounds like you all know what
21 your position is. You want certain questions
22 answered. And for that, if Ms. McCarty is
23 willing, she can come up and answer your
24 questions one by one. Would that be all right by

Page 33

1 the --
2 REPRESENTATIVE BROWN: When people say
3 they are opposed to the rate hike, it's not
4 because they don't want it. It's because they
5 can't afford it. It's difference between wanting
6 something and affording it.
7 HEARING OFFICER BROCKWAY: Sure. People
8 should certainly feel free to make a comment
9 right now without a question. We've had a lot of
10 hands.
11 SENATOR WILLIAMS: Madam Chair, I want
12 to help you out here because you are in charge.
13 But let me -- I want to say something.
14 The Board is private citizens come
15 before us without them. They have to be here.
16 There is a rate increase. It's a lot of
17 information. I thought was appropriate for
18 somebody -- when you said what does the money
19 being spent for, right, they are not going to be
20 able to answer that. They have a presentation
21 from the Water Department to sort of make you
22 feel better about your rate increase. Make you
23 feel better.
24 But that said, I think -- understand

Philadelphia Water Department Rate Board Hearing
February 23, 2016

Page 34

1 something. When we're standing up, in order for
2 them to go back to the Board and vote, they need
3 to know your name, my name, everybody's name.
4 This is actual testimony that they are going to
5 have prepared and say we talked to 50 citizens,
6 Joe Blow lives in West Philadelphia, such and
7 such. We need to do that in the process.
8 Frustrating as it may seem and the
9 questions you may want to ask of the Water
10 Department, understand something, they're sort of
11 an adage. You may say to your Councilperson,
12 this is the current. We want them to come back
13 and ask technical questions.
14 Their part is simply as private citizens
15 to hear what we're going to say and then talk
16 with -- they going to do this across the entire
17 city. Not paid. A lot of nights go to other
18 parts of the City to probably hear pretty much
19 the same thing. And people being frustrated
20 about what they don't get back.
21 I want to make sure you understood, I
22 don't want you to get frustrated -- well, go
23 ahead if you need to be. That said, make sure
24 you get your name as part of the record so it can

Page 35

1 be part of the official record rather than just
2 saying they had a meeting and people said no
3 because it doesn't count.
4 As we're sitting, my name is Anthony
5 Williams. I live on Cobbs Creek Parkway. I said
6 no. Thank you.
7 REPRESENTATIVE BROWN: And tell how it
8 affects you.
9 MS. JONES: My name is Carla Jones. I
10 live at 58th and Thompson. I'm a single parent
11 of two, and I vote against a Philadelphia Water
12 Department rate increase.
13 HEARING OFFICER BROCKWAY: Okay.
14 MS. McCARTY: I think it --
15 MS. TRAN: As public advocate --
16 MS. McCARTY: I'm sorry, too. I think
17 we all know no one wants a rate increase. But
18 when you come up, it would be helpful if you have
19 specifics like someone did say it's not
20 affordable. That's very helpful.
21 If there are specific issues, I think
22 that's helpful for the Board and it's helpful for
23 us, as well. So if you wouldn't mind, I don't
24 know if that was what you were going to say.

Page 36

1 MS. TRAN: Something similar. Very
2 briefly, could I just introduce myself?
3 HEARING OFFICER BROCKWAY: What we are
4 going to do, a representative from the Public
5 Advocate group will speak and then we will
6 continue to take your comments.
7 MS. TRAN: I have met a bunch of you
8 already. My name is Thu Tran. I'm the Community
9 Legal Services. The CLS is the public advocate
10 on behalf of residential customers and other
11 small users of the Water Department. And I do
12 encourage you to come up and say your name and
13 address and say a few words about why you are
14 opposed to the increase.
15 I mean, there were promises made in the
16 last rate case. Have you seen the improvements?
17 What areas would you like to see as a condition
18 of the current rate increase? Those are the
19 types of things we would like to hear. We are
20 working with a team of experts to examine the
21 over 5,000 pages of financial figures and filing
22 that has been submitted in this case.
23 And we are going to -- we are working
24 for you to make sure that there is a reasonable

Page 37

1 rate request and that it's not higher than
2 absolutely necessary. So it is helpful for us to
3 hear individually about your situations.
4 And in case you missed it, it's a
5 12 percent increase by next year. The \$97
6 increase by July 2017. So, I'm not getting a
7 12 percent increase next year. This affects the
8 things we need to hear. Our experts will be
9 looking at the issues that we talk about and
10 looking to see if there might be some
11 improvements that could come your way.
12 Please come up.
13 HEARING OFFICER BROCKWAY: Thank you
14 very much. We have one -- after you give us your
15 comments, I'm going to want to introduce -- I
16 want to tell you all about one specific thing
17 that is being requested which is a program to
18 help people pay their water bills.
19 MS. BAZEMORE: I know about that, too.
20 My name is Ruth Bazemore. I live in West Philly.
21 I actually work with Action Alliance and I'm the
22 community legal ward when we go to court to fight
23 these increases. And it's very important to
24 understand that we have no representation in

Philadelphia Water Department Rate Board Hearing
February 23, 2016

<p style="text-align: right;">Page 38</p> <p>1 Philadelphia as residents on what they're doing 2 to us. 3 One of the things that is so funny is 4 that we have these old, old pipes that they been 5 here for years. And nobody -- the water people 6 has not invested any money to do anything. But 7 they change the law that now the pipes are 8 broken, we have to pay to go to the street. 9 There has not been any hearing, and I had been a 10 victim of this thing. 11 Number one, when they come into your 12 neighborhood and tell you that you have to pay 13 thousands of dollars for this, then they tell you 14 that they can help you with a program you don't 15 know anything about. And that's called help. 16 Now help -- actually say, we can fix your pipes 17 through our -- our people who we suggest. These 18 people are given the price. You don't even know 19 the price because you can't really shop. But 20 there are people that the City has put in place 21 and they decide how much you pay. 22 And it just seems very strange that all 23 of this fluctuates and doesn't really make sense. 24 Because after you do it, my water pressure is not</p>	<p style="text-align: right;">Page 40</p> <p>1 how one block having to pay extra nominal bills 2 and the other blocks not paying any. So, we are 3 asking for equal justice for you to do anything 4 as far as paying a bill. Thank you. 5 (Applause.) 6 HEARING OFFICER BROCKWAY: We have one 7 more person who signed up. 8 MS. WILLIS: My name is Denise Willis, 9 6th Ward, 6th Division. These are my elected 10 officials. Thank you for showing up. 11 Councilwoman Blackwell, this is you. 12 Love Park spewed water in pink, blue, purple, 13 orange that fountain. That was enormous water 14 bill. Mayor Nutter, bless his heart, put a Brown 15 Out for fire codes. Buildings just burned. 16 There was no water. 17 COUNCILWOMAN BLACKWELL: People died, 18 too. 19 AUDIENCE MEMBER: People died. 20 MS. WILLIS: The census, and I am 21 acknowledging we the people because these three 22 people represent well over a hundred thousand 23 people. So, I recognize we the people of the 24 United States.</p>
<p style="text-align: right;">Page 39</p> <p>1 done. Nobody can tell you exactly what part is 2 what part. 3 Then we also have the same little bit 4 that we doing with the Water Department with 5 lead. And nobody is saying that these old pipes, 6 they are old. And I live in West Philly when we 7 do move out. They came through. And 52nd Street 8 is a prime example of the water and the 9 devastation of these pipes. And they have not 10 fixed them. They still on 52nd Street still 11 trying to fix them. And it's not happening. 12 All of these things is being put on our 13 water bill. We are not being told and the City 14 is not actually -- we also have these things 15 where they giving us \$15 where we have to do -- 16 water coming through our pipes into our lots. 17 The main people who have these high developments 18 are not paying but one time. We are paying for 19 our lot, and we are paying for our houses. And 20 nobody can tell you actually in one block who is 21 paying what. 22 The water bills fluctuate onto whomever 23 they feel like it. And it needs to be 24 accountability and people looking at a census of</p>	<p style="text-align: right;">Page 41</p> <p>1 There are 1.5 million in Philadelphia. 2 I am for a \$5 a month bill. 1.5 million people 3 times \$5, not 1.5 million times \$91. That's too 4 much money. We the people rule. And the 5 Declaration of Independence says the Governor is 6 supposed to pass a budget, Senators, State Rep. 7 And he hasn't done that. Now the Water 8 Department is trying to tax us. Im glad you're 9 here because they are talking about taxation. 10 But I am representing, so I want to say thank 11 you. 12 (Applause.) 13 HEARING OFFICER BROCKWAY: While 14 Mr. Rodwell comes to the mic, people who came in 15 and didn't get told to sign up, after 16 Mr. Rodwell, raise your hands and we will 17 recognize you that way. 18 MR. RODWELL: Id like to know, these 19 pipes that the City is using, what kind of 20 acceptance quality level that you use for these 21 pipes? AQLs. 22 HEARING OFFICER BROCKWAY: That's one of 23 those questions. 24 MR. RODWELL: I need an answer.</p>

Philadelphia Water Department Rate Board Hearing
February 23, 2016

Page 42

1 AUDIENCE MEMBER: These people got the
2 answers.
3 MS. McCARTY: What quality pipes do we
4 use?
5 MR. RODWELL: What AQL, acceptable
6 quality levels, do you propose for pipes for this
7 City?
8 MS. McCARTY: Well, we replace the water
9 mains. We replace them with ductile iron pipes.
10 A lot of the older pipes are cast iron. And
11 ductile iron, we have seen, lasts much longer.
12 And is better pipe to replace the cast iron ones.
13 MR. RODWELL: Do you test them in any
14 way, form or fashion?
15 MS. McCARTY: Our materials testing lab
16 does test the pipes to make sure that we are
17 getting what, you know, we specified in the
18 contracts.
19 MR. RODWELL: Okay. You do test.
20 How many do you reject?
21 MS. McCARTY: Off the top of my head, I
22 can't tell you.
23 MR. RODWELL: Somebody ought to know
24 that. Somebody -- you shouldn't be accepting

Page 43

1 pipes without AQL, acceptable quality level. And
2 if there is a crack or anything in those pipes,
3 you should not be using them.
4 MS. McCARTY: You are correct. You are
5 correct. But we have inspectors on our capital
6 projects. And they make sure the contractors --
7 not only does the pipe need to be good quality,
8 how it is installed is very important, as well.
9 MR. RODWELL: I think -- I didn't want
10 to get to that, but since you brought it up.
11 MS. McCARTY: We inspect all of that.
12 MR. RODWELL: I live at 5734 Wynnefield
13 Avenue. From 54th and Wynnefield all the way up
14 to 5738 Wynnefield and Cardinal Avenue, we have
15 had five water main breaks. Five. It makes no
16 sense to nobody that's human. It don't make
17 sense.
18 Now I'd like to know what method do you
19 use to test these pipes? That's all I want to
20 know.
21 MS. McCARTY: I believe the main you are
22 talking about is a transmission main. I have
23 been out there a couple times on those breaks.
24 And I believe, and this is just off the top of my

Page 44

1 head, so don't hold me to it. But that pipe was
2 installed somewhere between 1900 and 1910. And
3 we have made repairs. We do have -- I'm looking
4 at Steve. I think we have a capital project to
5 relay that main if I'm not mistaken.
6 But the way, you know, if you -- I've
7 asked Joanne to put the slide up that shows what
8 the five drivers are for our rate increase. The
9 one that you see is aging infrastructure.
10 You're right. A few of you have
11 mentioned this. We need to be more aggressive
12 about replacing our infrastructure, but it costs
13 money. And so, we've increased from doing about
14 18 to 20 miles of water main a year on a
15 3,100-mile system to 28 miles per year. So,
16 that's a big jump. And we're still, you know,
17 going to have pipes that are older than a hundred
18 years.
19 But we're trying -- the way we target
20 what pipes need to be replaced is how vulnerable
21 they are to breaks, how many breaks they have had
22 in the past. That all goes into the formula, if
23 you will, on the decision to where we prioritize
24 our money. Because there isn't an infinite

Page 45

1 amount of money as you all know and you live and
2 deal with day in and day out. We need to spend
3 your money very, very responsibly. So, we target
4 and prioritize where we do replace these pipes.
5 MR. RODWELL: The only thing that I'm
6 concerned about, ma'am, and I am very much
7 concerned about is if one of these pipes break,
8 why don't we try to figure out what was the
9 reason for the breakage?
10 Now if you -- these pipes are being
11 tested before they go in the ground, I don't know
12 what method you use to test them with whether
13 it's ultraviolet or someone crawl in there or
14 what, but something has to be done with these
15 pipes especially when you see one or two is
16 broken, then you ought to change them and try to
17 figure out what happened to that one.
18 MS. McCARTY: What I can tell you is
19 that none of the ductile iron pipes we have
20 install have failed. None of them. And that's
21 what we're installing now. It's the older pipes
22 that are failing. It's not the new pipes. And I
23 wasn't around a hundred years ago, so I don't
24 know what they did back then.

12 (Pages 42 to 45)

Philadelphia Water Department Rate Board Hearing
February 23, 2016

Page 46

1 MR. RODWELL: No, no, no, no.
2 MS. McCARTY: What I can tell you also
3 is that we have, you know, a lot of pipes that
4 haven't failed yet. And so, somebody was doing
5 something right back then because we would be in
6 a whole lot more trouble if they hadn't.
7 We do care very much about how they're
8 installed and the quality and the workmanship of
9 the materials.
10 MR. RODWELL: You stated that your old
11 pipes has been here a hundred years.
12 MS. McCARTY: Or more.
13 MR. RODWELL: My house was built in
14 1946.
15 MS. McCARTY: Okay.
16 MR. RODWELL: We have had five pipes for
17 54th and Wynnefield all the way up to 5738
18 Wynnefield. And they started last year in
19 August, I believe, before then. And here in
20 January and February of this -- no, yeah.
21 December. December of this year -- last year.
22 I had SEPTA come out because I was
23 complaining about buses running down the street
24 which we never had before, okay? Now, that was a

Page 47

1 problem. We still got buses running down the
2 street.
3 And it's amazing to me nobody can tell
4 me just what quality of iron you using or
5 whatever you're using. I really don't know. But
6 it seems like corrective action has been delayed.
7 If a pipe break, find out what the reason that it
8 break.
9 MS. McCARTY: We do. On the large
10 transmission mains, we do diagnostics. Yes, we
11 do.
12 MR. RODWELL: You do?
13 MS. McCARTY: Yes, sir.
14 MR. RODWELL: Now, what directive action
15 you have taken to the vendor who is supplying you
16 with these pipes to take corrective action?
17 MS. McCARTY: The pipes that are failing
18 are typically over a hundred years old.
19 MR. RODWELL: Well, you still saying
20 hundred years. This started back 50 years ago
21 doing this.
22 (Applause.)
23 MR. RODWELL: Come on. Let's be
24 realistic. I mean, that's just being realistic.

Page 48

1 Why you let them sit there now and they breaking
2 up on you. And technology, you got the
3 technology to determine why they break.
4 MS. SHOWERS: Because they old.
5 MS. McCARTY: Actually, what we see on
6 the smaller pipes -- so the distribution system
7 which is the majority of our, you know, our
8 thousands of miles of pipe, so 6-inch pipes,
9 8-inch pipes, 10, 12, is in the -- when the water
10 temperature goes below 40 consistently is when we
11 see those pipes fail. So, it tends to be the
12 winter time. It's not that they don't fail every
13 day. We have water main breaks, believe it or
14 not on average, at least one a day.
15 Because larger pipes, the ones that are
16 very devastating typically and, you know,
17 Wynnefield is a large main. I think it's a
18 30-inch main, but there is also smaller main in
19 there, as well. But the transmission mains we
20 test. Every time they break, we do diagnostics.
21 We have an expert come out and diagnose what
22 caused the problem. And basically, it tends to
23 be a site specific issue.
24 I don't recall -- I think maybe once or

Page 49

1 twice in the last 15 years there was a defect, a
2 manufacturing defect with that pipe. But again,
3 that pipe was installed 1800s, early 1900s. I
4 can't go back to the manufacturer. They don't
5 exist.
6 MR. RODWELL: I don't expect you to go
7 back to the manufacturer.
8 HEARING OFFICER BROCKWAY: I'd like to
9 let someone else talk, Mr. Rodwell, if that's
10 okay?
11 MR. RODWELL: Am I over my time here?
12 HEARING OFFICER BROCKWAY: It's not time
13 so much as we have been over this topic. I don't
14 think we're going to get better answers.
15 MR. RODWELL: I see that I'm not getting
16 that good answers. I'm going to speak to her on
17 the side.
18 HEARING OFFICER BROCKWAY: That's what I
19 was going to suggest if people feel like back and
20 forth is not getting them the information they
21 need, that's one reason the Department is here to
22 try to answer your questions.
23 Is there anybody else who would like to
24 come up and speak to the Board about your view on

Philadelphia Water Department Rate Board Hearing
February 23, 2016

Page 50

1 the rate increase?
2 Gentleman in the back.
3 MR. SMITH: Good evening. My name is
4 Ted Smith. I'm at 44th Ward, 18th Division. I
5 live at the 5200 block of Winslow Street. I
6 have -- I vote no for the increase, first of all.
7 Unfortunately, I have been a victim
8 indirectly of the pipe breaks on 52nd Street. We
9 have had three major pipe breaks in the last
10 twelve years. My question is, how much of the
11 money of the increase is allotted to the
12 residents who have been displaced from the pipe
13 breaks by the water that has spilled out which we
14 had 55 million gallons on June 19?
15 We had several, over dozens of residents
16 who had to be displaced, who had to rent cars,
17 who had to move, who had to get motel rooms just
18 to survive. Where is the money going to assist
19 these residents when these major pipe breaks
20 happen?
21 AUDIENCE MEMBER: Yeah, where is the
22 money?
23 MS. McCARTY: Good to see you again,
24 Ted. Ted came to most of the community meetings

Page 51

1 we had down at 52nd and Wyalusing with
2 Councilwoman Blackwell and State Rep Vanessa
3 Brown was there, as well.
4 And we are working with our Risk
5 Management Department to settle all of the claims
6 for the folks that were impacted by that water
7 main break back on June 14, 2015. The money is
8 going to the residents, those that suffered
9 losses. Risk Management needs to work out all of
10 the claims. I mean, it's going to the folks that
11 were suffering damages.
12 COUNCILWOMAN BLACKWELL: It's a disgrace
13 that they haven't straightened this out. Every
14 time it's mentioned from June 14 to now, people
15 have not been straightened out. They made them
16 use deductibles from their insurance and
17 everything. We have been fighting it ever since.
18 It's a disgrace.
19 HEARING OFFICER BROCKWAY: Gentleman in
20 the back?
21 MR. SPEARMAN: My name is Greg Spearman.
22 I am the 60th Ward. I think you can save money
23 but not having this young lady here. Don't no
24 why you have to have some transcripts. Got three

Page 52

1 of y'all there. I am sure you can bullet point
2 the issues and concerns that we have. It's not
3 that deep. I mean, for real, for real. That's
4 money saved.
5 We keep playing these -- as the
6 Councilwoman talked about, I mean, we look at
7 basic rights that we -- that we have as citizens
8 in Philadelphia. And we look at the water main
9 break on 52nd Street. We still going on and you
10 want more money. You want us just to say, okay,
11 you can have more money. To do what? Disrespect
12 us with our own money?
13 Then you talk about 11, 12 percent
14 increase. You know, last I heard it's something
15 reasonable is like 6 percent, 7 percent increase.
16 But how do you jump to 12 and turn on forever?
17 Forever? And then give us this show for
18 something that's going -- that after you make the
19 money, you still keep the increase. That's
20 another insult. That's another insult. That's a
21 big insult.
22 When we talk about hardships on our
23 community, thank God -- thank God, everybody, for
24 the elected officials that we have because they

Page 53

1 fight so hard. Thank you, Councilwoman
2 Blackwell.
3 COUNCILWOMAN BLACKWELL: Thank you.
4 Thank you.
5 MR. SPEARMAN: Thank you State
6 Representative Ms. Vanessa Brown. Thank you.
7 And I thank my Senator Anthony Hardy Williams.
8 And take back the message that we will not go
9 forth. We don't want it. We already know what
10 it is. And then they send y'all out to take the
11 bullets, to take the bullets.
12 You seen how we came up here and we got
13 questions and we got concerns? It's nothing you
14 can do for us. I mean, we respect you. God
15 bless you, too. But it's nothing you can do for
16 us. This is a mock meeting.
17 Take the message back strong. Like I
18 said, thank God for the strong representation
19 that we got here in West Philadelphia.
20 (Applause.)
21 HEARING OFFICER BROCKWAY: Before we
22 take some more comments, I need to explain a
23 little bit about what you are seeing here. I am
24 actually getting paid for tonight. I am a

Philadelphia Water Department Rate Board Hearing
February 23, 2016

Page 54	Page 56
<p>1 Hearing Officer. I was hired by the Board. And 2 yes, our court reporter is getting paid. 3 The City passed an ordinance last year 4 that was based on the recommendation of all the 5 people. They didn't think that the process for 6 setting rates by the Department was open enough, 7 and they wanted to have stricter rules. And one 8 of the results of that is that we are here trying 9 to have a hearing to hear your concerns. 10 And I will be running all the technical 11 hearings. And we will have it all reported by 12 the court reporter. That's one of the things 13 that was asked for of us. So -- but I don't want 14 to give you the impression that I personally am 15 not being paid. The gentleman who are on the 16 Board and who will make the decisions are not 17 being paid. 18 We have the gentleman in the back. 19 MR. THOMAS: Good evening. My name is 20 Darryl Thomas. I live at 4119 Baron Street. 21 Two years ago, a water main broke. And 22 I was told as well as 50 other residents were 23 told that it was a private sewer. And I was 24 charged as well as the other 50 residents for the</p>	<p>1 are going to have these experts that is trying to 2 talk about -- present their information to the 3 Board Members. And the people, the public 4 advocate and others like them, are going to write 5 to the Board their reasons why they want it or 6 don't want it or what they want. 7 We're not going to have more public 8 hearings. But we do welcome your comments, 9 emails, snail mail, carrier pigeon, any way you 10 can get it to us. 11 MS. HARTLEY: With us saying no to the 12 increase, doesn't matter to the Board Members, 13 they going to increase it anyway? 14 HEARING OFFICER BROCKWAY: That's not -- 15 MR. CHAPMAN: That's why we're here. 16 We're having five or six meetings all around the 17 City to allow the people of the City to express 18 their -- 19 AUDIENCE MEMBER: I think everybody is 20 going to say no. 21 MR. CHAPMAN: I'm a rate payer, also, 22 myself. 23 HEARING OFFICER BROCKWAY: The whole 24 reason this Board was set up was because people</p>
Page 55	Page 57
<p>1 repair of the private sewer. So not only did I 2 deal with the increase, but I also dealt with the 3 repair personally as well as the 50 other 4 residents. It's unfair. It's unfair. It's 5 unfair. It's unjust. 6 I think I'm speaking for everyone in the 7 190th that is here. That is unfair. It's 8 unjust. We vote no. 9 MS. HARTLEY: My name is Jerry Mosely 10 Hartley. I live at Penrose Park. I am one of 11 those people who had a pipe break in their home. 12 And I'm one of the people that's typical paying 13 these bills. And I called the water company to 14 have someone come out so that they can explain to 15 me why my bill was so expensive. I'm still 16 waiting. That was in January. 17 But my question now is after all these 18 hearings, will we have another meeting to 19 determine if there is going to be an increase or 20 the water company going to just assume and make 21 that increase? 22 HEARING OFFICER BROCKWAY: What's going 23 to happen is in February, March we are having 24 these meetings directly for the public. Then we</p>	<p>1 felt that their concerns weren't being heard. 2 And so, this Board takes very seriously its 3 responsibility to hear what people say and take 4 into account. The Chairman asked me to make sure 5 that I advise people that part -- another 6 ordinance that is passed created a program so 7 that people of very low income won't have to pay 8 more than a certain percentage of their income 9 towards their water bills. 10 The details of that program are being 11 worked out. 12 MR. CHAPMAN: Joanne, do you have the 13 slide on the affordability? 14 MS. DAHME: It doesn't break it down to 15 the actual components we talk about for the 16 assistance programs. 17 HEARING OFFICER BROCKWAY: There is a 18 new one coming down the pipe which is intended to 19 be more tailored to what people need and directly 20 go to the question of affordability. So, that 21 will be taken up also in these proceedings. 22 MS. McCARTY: If I may to Ms. Mosely, 23 there are folks right back at that table that 24 right now today tonight can help you with your</p>

Philadelphia Water Department Rate Board Hearing
February 23, 2016

<p style="text-align: right;">Page 58</p> <p>1 issue with the large bill and can provide 2 assistance on that. 3 MS. HARTLEY: Okay. Thank you. 4 MS. McCARTY: If I may add to what the 5 Hearing Officer mentioned, not only did City 6 Council pass an ordinance to create the Rate 7 Board, but the citizens of Philadelphia voted for 8 the charter change to how we do this process now. 9 MS. BAZEMORE: They voted on when, the 10 ballot? 11 MS. McCARTY: Yes, ma'am. 12 MS. BAZEMORE: That's another thing. We 13 never even know the questions on the ballot, and 14 they're not clear. And it really says can the 15 City do capital improvement. And I'm beginning 16 to tell people if you don't know these questions 17 and they have not come out in the meeting to 18 explain to you about the questions, vote no. 19 Vote no for all of these things because it's a 20 scam. 21 Like the Water Department, you getting 22 ready to give us poor people some relief when 23 they can't even pay the water bills and you shut 24 the water off. So, why haven't you come and</p>	<p style="text-align: right;">Page 60</p> <p>1 every day that can't afford it. 2 MS. McCARTY: If I may, this is valuable 3 feedback to the Board. The Board -- 4 HEARING OFFICER BROCKWAY: I don't -- I 5 think you don't need to speak for the Board, if I 6 may, please. 7 I think what I want to do now is go back 8 and see if there are any further public comments? 9 Anybody else who wants to come up and make a 10 comment. 11 REPRESENTATIVE BROWN: I'm State 12 Representative Vanessa Lowery Brown. And I just 13 wanted to just talk about a few of the 14 constituents that we serve in our office and what 15 some of the hardships are that they are going 16 through. 17 I have a senior that I'm working with 18 right now. She's not had water in her house for 19 a year. Her pipes have broken under in the 20 ground, and that was between the street and her 21 house. And she was told she was responsible to 22 have those pipes fixed. Her income, she's on a 23 fixed income and her income didn't allow her 24 enough money to dig up the street and pay a</p>
<p style="text-align: right;">Page 59</p> <p>1 talked to the people about the program first so 2 that we will understand what you're trying to do. 3 You're going to raise the water bills, say we 4 giving you a break. No, you're not. It's all a 5 scam. And we need to understand that we need to 6 come to the people and tell the people what's 7 going on with the hearing. Because you vote as 8 City Council for things we don't even know about, 9 and it's done. 10 HEARING OFFICER BROCKWAY: It isn't 11 done. 12 MS. SHOWERS: Who determines what low 13 income is? If you make \$11,000 a year, suppose I 14 make 12,000? I don't qualify. 15 MS. McCARTY: It's based on various -- 16 there are three tiers based on federal poverty 17 level. There is 0 to 50, 50 to 100, 100 to -- 18 MS. SHOWERS: You got working poor 19 people, too, that work every day that can't pay. 20 MS. BAZEMORE: You penalize the people 21 that work. 22 MS. McCARTY: These are -- 23 MS. SHOWERS: As was said, you got 24 working poor people. People that go to work</p>	<p style="text-align: right;">Page 61</p> <p>1 contractor to fix those pipes. 2 This is a 74-year-old woman who is going 3 every day to the store to buy cases of water. I 4 mean, she's like a Flint, Michigan story. She is 5 buying cases of water to bathe, to eat and 6 prepare her food, to drink and prepare her food. 7 She's been doing that now for a year. 8 When I call and I talk to her, she says 9 I'm tired. We told her that there were programs 10 and loan program. She's in a tangled title 11 situation in her home. Her mother died, left her 12 the home. And her mother didn't have some other 13 issues and she can't get the house comfortable -- 14 quickly enough turned over in her name. 15 This is a good woman who worked hard in 16 her life who has now been a year without water, 17 dredging cases of water back and forth. And 18 she's just one example of many women, single 19 women that are out there doing this. 20 Now we have single mothers who are on 21 fixed incomes and even on the Department of 22 Welfare that is the only income that are in the 23 paid work positions where they are, you know, 24 have to work in order to get their welfare</p>

Philadelphia Water Department Rate Board Hearing
February 23, 2016

Page 62

1 benefits. It's just not enough to pay their
2 bills.
3 It's not just a water bill we're talking
4 about. We are talking about all of their bills
5 accumulated together and how they budget and save
6 on this little bit of money and try to survive.
7 They are having a very hard time making it on a
8 very small amount of money. So any increase and
9 especially 12 percent is going to just add more
10 burdens to the people that we serve. It's going
11 to bring more people into our offices that are
12 going to be coming in there asking for help. And
13 people just cannot live without water.
14 Once you're terminated from the Water
15 Department, you have to pay very high fees to get
16 cut back on. And a lot of people say I can't
17 afford it. And they just walk away and they just
18 try to figure out a new way to live in their life
19 without water. It's just not acceptable in this
20 country for us to allow people to live like that.
21 It's not acceptable.
22 (Applause.)
23 REPRESENTATIVE BROWN: I understand. I
24 feel the pressure about the infrastructure. We

Page 63

1 were down there on 52nd Street. We know that the
2 reason why we had all those floods was because
3 the infrastructure was so old and we understand
4 it has to be repaired, but on whose back? You
5 know, at some point the people can't carry any
6 more on their back. They just can't do it.
7 I wanted to get up and explain to you
8 some of the things that I'm experiencing in my
9 office. And my heart just goes out to the people
10 because there are sometimes we can't fix their
11 problems. I know when they walk out the door
12 they are going to be terminated. There's nothing
13 we can do to get them back on. I just want you
14 to take that into consideration when you think
15 about the hike.
16 Thank you.
17 MR. CHAPMAN: Thank you very much.
18 (Applause.)
19 HEARING OFFICER BROCKWAY: Is there
20 anybody who hasn't had a chance to speak who
21 would like to come up?
22 MR. SPEARMAN: No more increase. No
23 more increase.
24 MS. SHOWERS: I already spoke, but I

Page 64

1 need my question answered. This \$102 million
2 that they need, is this the same kind of tax that
3 Michael Nutter asked for in real estate that's
4 supposed to be temporary for two years? And I
5 really -- how long is this increase going to be
6 needed?
7 MS. McCARTY: So, we're asking for this
8 July.
9 MS. SHOWERS: Two years, right?
10 MS. McCARTY: This July we are asking
11 for 6.2 percent rate increase. And then the next
12 following July, we're asking for a 5.5 percent
13 rate increase.
14 MS. SHOWERS: Uh-huh.
15 MS. McCARTY: So that's -- that is to
16 continue.
17 MS. SHOWERS: The new rate forever.
18 MS. McCARTY: It's not temporary as you
19 mentioned about the real estate tax. It's to
20 address the infrastructure issues. It's to
21 address the infrastructure issues you brought up.
22 It's to also address affordable -- affordable
23 rates that we want to -- we have asked the Board
24 to help us establish a program, a different

Page 65

1 affordable rates program for folks that have
2 challenges, pay their water source and water
3 bill. It's also --
4 MS. SHOWERS: Everybody has challenges.
5 MS. McCARTY: Well, some people have
6 more than others. And so --
7 MS. SHOWERS: You just do abracadabra
8 and the money just -- the 12 percent, you just do
9 abracadabra, wave a wand. Where does this money
10 come from? I just want to know.
11 MS. McCARTY: Everything that we collect
12 in the water stormwater bill has to go back into
13 operating the utility. It's the people that are
14 running any one of our six treatment plants, the
15 three drinking water and the three wastewater
16 plants. And it's to pay for chemicals, pay for
17 power, pay for fuel. Those are some of the big
18 ticket items just like our bills.
19 You know PGW -- if you got PGW and PECO,
20 those are my higher bills. My water bill is not
21 anywhere close to those two. And we have to pay
22 those bills, too, to our utilities.
23 MS. SHOWERS: You not applying for those
24 programs, though?

Philadelphia Water Department Rate Board Hearing
February 23, 2016

Page 66	Page 68
<p>1 MS. McCARTY: We can't apply. 2 MS. SHOWERS: I know you can't. You 3 don't qualify for them. 4 MS. McCARTY: What I can tell you about 5 the electricity is we take advantage of getting 6 electric power, what they call on spot market. 7 And we've been able to get a very good rate. In 8 fact, our electric bill is not going to go up 9 next year. So, we're passing -- you know, 10 believe it or not, that's being passed on to you 11 all our rate payers, that savings. That, you 12 know, lack of increase for power is getting 13 passed on to you all. And, you know, we don't 14 have to ask for as much. 15 And I will also point out that there was 16 no rate increase in July of 2015. So we had -- 17 there was no rate increase. But we now 18 unfortunately because of a lot of those things I 19 mentioned, have to come back and ask for a rate 20 increase. 21 HEARING OFFICER BROCKWAY: Thank you. 22 MS. McCARTY: Did I answer your 23 question? 24 MS. SHOWERS: Nope. You said you need</p>	<p>1 CNN. 2 MS. McCARTY: Right. 3 HEARING OFFICER BROCKWAY: Ladies, 4 ladies -- 5 MS. McCARTY: Our program provides 6 overflow. It's a regulatory program. We're 7 ahead of the game compared to Atlanta. 8 HEARING OFFICER BROCKWAY: I don't think 9 you're going to be satisfied -- 10 MS. SHOWERS: Nope. 11 HEARING OFFICER BROCKWAY: -- by 12 anything we can say or the department can say 13 tonight. 14 MS. SHOWERS: Absolutely. That's right. 15 HEARING OFFICER BROCKWAY: You might 16 want to talk to Ms. Tran because her office is 17 the Public Advocate. And their job is to pick 18 apart the request and see if there's anything 19 soft in it, and then tell us about it. 20 I want to make sure there's nobody else 21 who -- nobody who hasn't spoken who wants a 22 chance? 23 MS. RUPPERT: Can I say something? My 24 name is Virginia Ruppert. I'm live in Mantua.</p>
Page 67	Page 69
<p>1 \$105 million. I can't see why the increase has 2 to go on forever. 3 HEARING OFFICER BROCKWAY: We are going 4 to have -- we have five dozen pages. 5 MS. SHOWERS: It's a hardship. I like 6 her mathematics \$5 times 105 million people or 7 whatever it is. 8 MS. McCARTY: Our -- 9 MS. SHOWERS: That should be enough. 10 It's greed. It's a lot of waste. It's a lot of 11 waste. What you all need is more creative minds 12 in your department to come up with ways to -- 13 like an Atlanta. Those progressive cities like 14 that, that don't operate so much on the backs of 15 the people. They have -- they can invite 16 corporations to come into their city because they 17 have something to offer. 18 You all need to get creative. 19 MS. McCARTY: What I can tell you is 20 Atlanta, their charges are higher than ours. And 21 we -- 22 MS. SHOWERS: They got a lot of 23 corporations centered, they got a main hub for 24 Delta Airlines. They got Coca-Cola. They got</p>	<p>1 And Drexel University is consuming us. I'm 2 concerned about the universities and the 3 hospitals. They use water, also. Are they 4 paying what we're paying or do they get a 5 discount? 6 HEARING OFFICER BROCKWAY: They get a 7 different rate. I don't know. 8 MR. THOMAS: I don't think is different. 9 MS. McCARTY: The universities get a 10 discount except for like their dorms. Any 11 residential does not get the discount. But 12 hospitals and universities, yes, they get a 13 discount. And that's by ordinance. 14 HEARING OFFICER BROCKWAY: That's by 15 ordinances. 16 MR. BRUNWASSER: That's by regulation. 17 MS. RUPPERT: We need to change the 18 ordinance especially for the universities. 19 That's my opinion. 20 AUDIENCE MEMBER: I'm with you. 21 HEARING OFFICER BROCKWAY: Thank you. 22 Thank you very much, especially all of you who 23 lasted till the very end here. 24 Again, please let the Board know if you</p>

Philadelphia Water Department Rate Board Hearing
February 23, 2016

Page 70

1 have questions that have not been answered and
2 you don't get an answer that you want from the
3 Department. If you have further comments or just
4 want to say anything you want to the Board, we
5 want to hear from public and we would be glad you
6 came here tonight to tell us what you felt.

7 Thank you very much.

8 (Public Hearing concluded at 8:01 p.m.)
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24

CERTIFICATION

I, hereby certify that the proceedings and evidence noted are contained fully and accurately in the stenographic notes taken by me in the foregoing matter, and that this is a correct transcript of the same.

ANGELA M. KING, RPR
Court Reporter - Notary Public

(The foregoing certification of this transcript does not apply to any reproduction of the same by any means, unless under the direct control and/or supervision of the certifying reporter.)

19 (Pages 70 to 71)

Philadelphia Water Department Rate Board Hearing
February 23, 2016

A	33:5 60:1 62:17	18:17 35:4 53:7	50:18	Baron 54:20	billings 3:5	52:9 55:11	1:13 2:2,9
able 3:8,12	33:20 66:7	affordability	assistance	based 5:2	bills 12:24	57:14 59:4	17:11 27:10
abracadabra	57:13,20	anybody 18:7	14:4 16:4	11:15 17:18	22:5,6	breakage	28:4 69:16
65:7,9	affordable	18:14 49:23	57:16 58:2	54:4 59:15	37:18 39:22	45:9	budget 20:14
absolutely	35:20 64:22	60:9 63:20	assume 55:20	59:16	40:1 55:13	breaking	41:6 62:5
37:2 68:14	64:22 65:1	anyway 56:13	at-risk 15:17	basic 52:7	57:9 58:23	48:1	build 9:16
accept 31:16	affording	apart 68:18	Atlanta 67:13	basically	59:3 62:2,4	breaks 43:15	Buildings
acceptable	33:6	apologize	67:20 68:7	48:22	65:18,20,22	43:23 44:21	40:15
42:5 43:1	aggressive	17:6 27:7	attendance	basin 9:24	bit 3:21 4:6	44:21 48:13	built 46:13
62:19,21	44:11	Applause	4:1	10:6	39:3 53:23	50:8,9,13	bullet 52:1
acceptance	44:11	19:16 21:10	AUDIENCE	basis 7:6	62:6	50:19	bullets 53:11
41:20	aging 6:7,8	21:23 22:3	18:1 29:7	bathe 61:5	Blackwell	briefly 36:2	53:11
accepting	10:20 13:18	32:13 40:5	29:19 31:18	Bazemore	1:17 4:11	bring 62:11	bunch 36:7
42:24	44:9	41:12 47:22	31:21 32:5	37:19,20	17:22 19:6	brings 6:13	burdens
access 28:8	ago 2:12	53:20 62:22	40:19 42:1	58:9,12	19:17 21:11	Brockway	62:10
account 57:4	45:23 47:20	63:18	50:21 56:19	59:20	22:19 28:12	1:13 17:3,4	Bureau 3:3
accountabil...	54:21	appliances	69:20	beginning	40:11,17	18:5 19:3	7:11,12
39:24	agree 30:14	14:8	August 46:19	13:15 24:9	51:2,12	22:23 24:7	burned 40:15
accumulated	ahead 34:23	apply 66:1	Avenue 43:13	58:15	53:2,3	24:17,21	buses 46:23
62:5	68:7	71:16	43:14	begins 29:23	bless 40:14	25:13,17,23	47:1
accurately	Airlines	applying	average 9:11	behalf 36:10	53:15	26:6,16,19	buy 15:5,6,8
71:5	67:24	65:23	48:14	believe 19:23	block 39:20	27:6,12,15	61:3
acknowledg...	Alliance	appointed	award 7:2 8:8	32:18 43:21	40:1 50:5	27:18,22	buying 61:5
40:21	37:21	2:17 17:5	awards 7:1	43:24 46:19	blocks 40:2	28:19 31:7	
Act 11:10,13	allotted 50:11	17:13,24	aware 2:6 3:4	48:13 66:10	Blow 34:6	32:14 33:7	C
action 37:21	allow 10:9	18:8 19:4		Belmont 7:21	blue 40:12	35:13 36:3	C 71:1,1
47:6,14,16	56:17 60:23	appreciate	B	7:23 9:23	board 1:2,14	37:13 40:6	call 5:2 13:22
actions 16:18	62:20	4:1 29:9	baby-sitting	beneath	2:10,17,19	41:13,22	61:8 66:6
actual 34:4	amazing 47:3	30:1	28:7	10:16	2:20 4:8 5:6	49:8,12,18	called 38:15
57:15	amenity 8:17	appropriate	back 6:3 8:11	benefits 62:1	5:9 12:2,18	51:19 53:21	55:13
adage 34:11	amount 45:1	19:2 33:17	10:15 15:18	Bernard 1:13	16:16,21	55:22 56:14	capacity
add 13:10	62:8	approved	16:6 21:5	2:9	17:5,6,12	56:23 57:17	10:23 11:5
58:4 62:9	amounts 9:17	2:13,17	24:20 26:3	Bernie 17:11	17:14 21:18	59:10 60:4	capital 43:5
additional	and/or 71:18	approximat...	26:14 28:2	best 20:19	23:4 25:18	63:19 66:21	44:4 58:15
12:8 13:7	ANGELA 1:7	8:1	29:20 30:18	better 11:12	26:6,8 28:5	67:3 68:3,8	Cardinal
13:10,16	71:11	April 23:7	31:15,15	15:7 33:22	28:23 30:7	68:11,15	43:14
27:1,3	annual 7:6	AQL 42:5	32:6 34:2	33:23 42:12	30:16 32:5	69:6,14,21	care 3:9 8:6
address 36:13	13:14	43:1	34:12,20	49:14	33:14 34:2	broke 20:2	8:20 16:15
64:20,21,22	answer 3:12	AQLs 41:21	45:24 46:5	beyond 26:7	35:22 49:24	54:21	46:7
adhere 11:11	26:21 27:11	area 7:17	47:20 49:4	bid 15:14	54:1,16	broken 13:3	carefully
Administra...	27:13 28:23	10:1	49:7,19	big 11:17	56:3,5,12	38:8 45:16	17:16
30:8	29:6 30:12	areas 9:13,15	50:2 51:7	44:16 52:21	56:24 57:2	60:19	Carla 35:9
ado 22:16	30:16 32:7	36:17	51:20 53:8	65:17	58:7 60:3,3	brought 32:8	carrier 56:9
advantage	32:23 33:20	asked 18:14	53:17 54:18	bill 4:5 13:7,8	60:5 64:23	43:10 64:21	carry 63:5
66:5	41:24 49:22	24:4 28:4	57:23 60:7	13:10 14:6	69:24 70:4	Brown 1:18	cars 50:16
advise 57:5	66:22 70:2	44:7 54:13	61:17 62:16	14:18,20	Board's 30:9	18:2,3 21:8	case 5:1
advocate 2:24	answered	57:4 64:3	63:4,6,13	23:14 39:13	books 12:1	21:24 22:4	20:23 36:16
3:1,2 35:15	28:13 32:3	64:23	65:12 66:19	40:4,14	13:5	22:21 33:2	36:22 37:4
36:5,9 56:4	32:22 64:1	asking 4:13	backs 67:14	41:2 55:15	bottle 15:6	35:7 40:14	cases 61:3,5
68:17	70:1	26:2 40:3	bad 21:14	58:1 62:3	break 13:23	51:3 53:6	61:17
Affairs 3:17	answers 42:2	62:12 64:7	ballot 58:10	65:3,12,20	14:18 45:7	60:11,12	cast 42:10,12
afford 19:21	49:14,16	64:10,12	58:13	66:8	47:7,8 48:3	62:23	caused 48:22
	Anthony 1:18	assist 16:10	balls 9:2,2	billing 3:6,6	48:20 51:7	Brunwasser	census 39:24
			Baptist 1:5				40:20

Philadelphia Water Department Rate Board Hearing
February 23, 2016

centered 67:23	34:5,14 52:7 58:7	26:3 32:23 33:14 34:12	23:12	71:18	customers 5:3 6:22 10:24	14:20	64:24 69:7
certain 13:14 32:21 57:8	city 1:1 2:18 3:4 6:7 8:2	35:18 36:12 37:11,12	complete 6:18	Cooper 20:21 20:22,23	11:3,3 12:24 16:23	delivery 6:12	69:8
certainly 20:18 27:18 29:2 33:8	9:8,13,18 9:19 10:24	38:11 46:22 47:23 48:21	complex 30:17	copies 7:6	36:10	Delta 67:24	dig 60:24
certification 71:15	15:11,13 18:20 19:23	49:24 55:14 58:17,24	complicated 10:18	corporations 67:16,23	cut 62:16	Denise 40:8	direct 71:18
certify 71:3	29:20 31:1	59:6 60:9 63:21 65:10	comply 11:7	correct 43:4,5 71:8	cycle 5:18 6:19	department 1:1 3:4,11	direction 19:1
certifying 71:19	34:17,18 38:20 39:13	66:19 67:12 67:16	component 14:19,21	corrective 47:6,16	<hr/> D <hr/>	3:16,17 4:4 4:10,16	directive 47:14
Chair 1:13 17:12 33:11	41:19 42:7 54:3 56:17	comes 8:10 8:22 17:19	components 6:5 8:4 9:4 14:3 57:15	cost 5:2 24:13 costs 26:9 44:12	Dahme 3:16 3:23 57:14	5:15 6:21 8:19 11:24	directly 55:24 57:19
Chairman 2:9 28:4 57:4	58:15 59:8 67:16	41:14 comfortable 61:13	concerned 45:6,7 69:2	Council 2:18 12:2 19:23 58:6 59:8	damages 51:11	20:1 21:18 25:19 28:24	dirty 8:15
challenges 65:2,4	city's 4:18 civilly 22:11	coming 3:24 4:12 29:17	concerns 16:14 17:9 23:3,13	Councilper... 34:11	Darryl 54:20	29:3,5 31:10,10	discount 13:13 69:5 69:10,11,13
chance 63:20 68:22	claims 51:5 51:10	29:18 39:16 57:18 62:12	concluded 70:8	Councilwo... 1:17 4:11 17:22 18:24	Dasent 26:22 27:7	32:18 33:21 34:10 35:12	discourse 22:10
change 2:14 13:18 38:7 45:16 58:8 69:17	clarify 30:9 clean 5:16,23 6:2,14,23	comment 23:10 27:19 33:8 60:10	condition 36:17	19:6,17 21:11 22:1 22:19 28:12	daughter's 28:7	36:11 39:4 41:8 49:21	discounts 14:4
changed 2:12 24:10	8:11 9:22 11:13 15:21 15:24	comments 23:12 28:3 28:10 30:1	conduct 17:6	52:6 53:1,3 count 35:3	day 8:2 9:12 16:3 45:2,2	51:5 54:6 58:21 61:21	disgrace 51:12,18
changes 14:7	cleaner 6:4 clear 28:20 32:19 58:14	36:6 37:15 53:22 56:8 60:8 70:3	consider 8:8	14:15 62:20 country	48:13,14 59:19 60:1 61:3	62:15 67:12 68:12 70:3	displaced 50:12,16
Chapman 1:14 17:12 18:14 27:8 29:24 31:5 56:15,21 57:12 63:17	close 65:21 CLS 36:9 CNN 68:1 Cobbs 18:22 35:5	consideration 63:14 2:13	concluded 70:8	couple 29:14 43:23	deal 19:11,13 21:12 45:2 55:2	68:12 70:3 Department... 2:3 3:5	disposable 25:2
charge 14:24 33:12	Coca-Cola 67:24	conduct 17:6	condition 36:17	court 27:24 37:22 54:2 54:12 71:12	dealing 14:16 20:9	Departmen... 2:3 3:5	Disrespect 52:11
charged 54:24	codes 40:15	considered 2:13	conduct 17:6	courtesy 18:7	dealt 55:2	departments 4:19	distribution 48:6
charges 67:20	coffee 15:5	considering 8:9	conduct 17:6	cover 28:17	Debra 4:8 26:23 31:11	Deputy 4:9 26:24	districts 9:9
charter 2:12 2:14 58:8	cold 4:1	consistently 48:10	conduct 17:6	crack 43:2	31:12 debt 16:3	details 57:10	divided 9:8
chemicals 65:16	colleagues 19:23	constituents 60:14	conduct 17:6	create 58:6	December 46:21,21	determine 2:21 48:3 55:19	Division 40:9 50:4
Chestnut 1:5 child 28:7,8	collect 12:12 65:11	consumers 69:1	conduct 17:6	created 57:6	decide 38:21 44:23	determines 59:12	doing 5:5 24:13 29:16
Church 1:5 19:9	collecting 14:21	continued 24:6	conduct 17:6	creative 67:11,18	decision 5:7 44:23	devastating 48:16	31:4 38:1 39:4 44:13
cities 67:13	collection 6:12 15:1	constituents 60:14	conduct 17:6	Creek 18:22 35:5	decisions 17:18 54:16	devastation 39:9	46:4 47:21 61:7,19
citizen 18:21	combining 11:18	contractors 61:1	conduct 17:6	crack 43:2	Declaration 41:5	developed 9:19	46:4 47:21 61:7,19
citizens 13:11 13:12,12 24:23 30:10 31:3 33:14	come 7:6 18:11 20:5 22:24 23:21	contracts 43:6	conduct 17:6	create 58:6	dedication 7:3	developments 39:17	61:7,19 61:7,19
		control 8:21	conduct 17:6	created 57:6	deductibles 51:16	diagnose 48:21	dollars 38:13
			control 8:21	creative 67:11,18	deep 52:3	diagnostics 47:10 48:20	door 63:11
			control 8:21	Creek 18:22 35:5	defect 49:1,2	Diane 23:21	dorms 69:10
			control 8:21	critical 12:4	Delaware 5:20 6:3 7:20 8:14	died 40:17,19 61:11	downgrade 5:24
			control 8:21	cubic 13:8	delayed 47:6	difference 33:5	dozen 67:4
			control 8:21	cup 15:5	delivering	different	dozens 50:15
			control 8:21	current 34:12 36:18			drain 9:1
			control 8:21	customer 13:7,8 14:5 15:3 27:4			drainage 9:9
			control 8:21				dredging
			control 8:21				drink 5:23 61:6
			control 8:21				drinking 5:16 5:19 6:14

Philadelphia Water Department Rate Board Hearing
February 23, 2016

6:20,23 7:5 7:13,15,17 7:24 8:13 11:1,9,9 14:2,20 65:15 drive 12:7 drivers 44:8 drops 24:13 ductile 42:9 42:11 45:19	12:14 16:9 22:24 essentially 4:13 7:12 establish 64:24 estate 24:4 25:6 26:4 64:3,19 evening 3:23 4:2 5:9 17:8 19:7 50:3 54:19 everybody 3:24 29:19 52:23 56:19 65:4 everybody's 34:3 evidence 71:4 exactly 32:4,9 39:1 examine 36:20 example 39:8 61:18 exceed 11:12 excellent 6:24 6:24 excess 11:5 exist 49:5 expect 49:6 expensive 55:15 experiencing 63:8 expert 48:21 experts 3:2 36:20 37:8 56:1 explain 53:22 55:14 58:18 63:7 explanations 27:3 express 56:17 extra 40:1	facility 4:21 5:22 6:2,18 7:24 14:22 fact 66:8 fail 48:11,12 failed 45:20 46:4 failing 45:22 47:17 fair 22:14 family 21:5 far 26:8 40:4 fashion 42:14 February 1:2 46:20 55:23 federal 11:7 59:16 feedback 5:12 60:3 feel 19:19,24 22:14 33:8 33:22,23 39:23 49:19 62:24 feeling 22:8 fees 62:15 feet 13:8 felt 15:7 57:1 70:6 fight 20:13 37:22 53:1 fighting 51:17 figure 23:6 26:12 45:8 45:17 62:18 figures 36:21 filing 36:21 fill 30:18 Finance 4:9 26:24 financial 36:21 find 15:14 47:7 fire 20:11 40:15 first 2:2 5:6 5:11 8:21 10:8 18:9 19:7 27:5 50:6 59:1 Fiscal 2:4	12:9,10,10 five 2:18 43:15,15 44:8 46:16 56:16 67:4 five-member 2:16 fix 38:16 39:11 61:1 63:10 fixed 25:3 39:10 60:22 60:23 61:21 Flint 61:4 flooding 3:13 9:16 floods 63:2 fluctuate 39:22 fluctuates 38:23 flush 6:16 focus 5:12 folks 3:8 19:11 20:5 21:17 51:6 51:10 57:23 65:1 following 13:16 24:11 64:12 food 61:6,6 for-profit 12:18 foregoing 71:7,15 forever 52:16 52:17 64:17 67:2 form 42:14 FORMAL 1:3 format 28:20 30:4,13 Former 19:12 formula 44:22 forth 31:15 31:15 49:20 53:9 61:17 forward 26:20 fountain	40:13 four 23:17 free 33:8 friends 21:12 frustrated 34:19,22 Frustrating 34:8 fuel 65:17 fully 4:22 71:5 function 30:9 fund 4:23 16:2,3 funded 4:22 funny 38:3 further 22:16 60:8 70:3	31:14 34:2 34:17,22 37:22 38:8 45:11 49:4 49:6 53:8 57:20 59:24 60:7 65:12 66:8 67:2 goal 13:20,24 God 19:7 20:17 52:23 52:23 53:14 53:18 goes 6:1,17 7:10 10:10 13:4 44:22 48:10 63:9 going 2:21,23 3:15 5:7 8:18 14:7 16:20 18:11 20:18 22:1 22:9,13,16 23:19 24:18 24:20 26:9 26:20 28:21 28:22 30:16 31:8 33:19 34:4,15,16 35:24 36:4 36:23 37:15 44:17 49:14 49:16,19 50:18 51:8 51:10 52:9 52:18 55:19 55:20,22 56:1,4,7,13 56:20 59:3 59:7 60:15 61:2 62:9 62:10,12 63:12 64:5 66:8 67:3 68:9 good 3:23 6:8 6:9 10:3,4 11:5 19:7 22:10,19 43:7 49:16 50:3,23 54:19 61:15 66:7	Governor 41:5 Grace 21:8 grants 14:5 great 18:5 20:7 greed 67:10 Green 7:21 11:20 Greg 30:13 51:21 ground 45:11 60:20 group 5:12 36:5 grown 9:18 guess 18:10 guides 7:5 guys 17:8	healthy 6:23 hear 16:13,14 16:15,23 18:9,21 22:14 23:1 27:4 28:10 29:1 34:15 34:18 36:19 37:3,8 54:9 57:3 70:5 heard 24:1 52:14 57:1 hearing 1:2,3 1:13 2:3,6 2:10,22 5:8 17:3,5,20 18:5 19:3 22:23 24:7 24:17,21 25:13,17,23 26:6,16,19 27:6,12,15 27:18,22 28:19 31:7 31:13 32:11 32:14 33:7 35:13 36:3 37:13 38:9 40:6 41:13 41:22 49:8 49:12,18 51:19 53:21 54:1,9 55:22 56:14 56:23 57:17 58:5 59:7 59:10 60:4 63:19 66:21 67:3 68:3,8 68:11,15 69:6,14,21 70:8 hearings 2:22 2:23 5:10 17:6 54:11 55:18 56:8 heart 40:14 63:9 HELD 1:12 Hello 18:4 23:23 help 23:13 31:1 33:12				
E											
E 71:1 early 49:3 eat 61:5 efficient 14:8 effort 10:18 either 2:6 elected 18:8 19:5 40:9 52:24 electric 66:6 66:8 electricity 66:5 eligible 13:11 13:13 emails 56:9 emergency 20:11,11,12 employees 15:11 employment 15:14 empty 10:5 encourage 36:12 enormous 40:13 ensure 11:8 ensuring 15:12,23 entire 5:7,18 6:19 34:16 equal 29:20 40:3 equipment 8:22 especially 19:12 29:10 45:15 62:9 69:18,22 essential	F										
	F 71:1 fabulous 31:6 facilities 6:8 7:18,21 8:11 9:10 10:2,3										
					G		H				
					gallons 8:2 9:12 15:4 50:14 game 68:7 gap 12:11 gas 25:8 gathering 23:1 gentleman 20:20 50:2 51:19 54:15 54:18 getting 29:13 37:6 42:17 49:15,20 53:24 54:2 58:21 66:5 66:12 give 5:12 10:14 22:13 37:14 52:17 54:14 58:22 given 38:18 Gives 10:1 giving 4:3 39:15 59:4 glad 16:12 18:9,18 41:8 70:5 go 8:4,24 19:20 21:4 22:6 23:14 24:8,11,20 26:3,9,14				8:18 14:7 16:20 18:11 20:18 22:1 22:9,13,16 23:19 24:18 24:20 26:9 26:20 28:21 28:22 30:16 31:8 33:19 34:4,15,16 35:24 36:4 36:23 37:15 44:17 49:14 49:16,19 50:18 51:8 51:10 52:9 52:18 55:19 55:20,22 56:1,4,7,13 56:20 59:3 59:7 60:15 61:2 62:9 62:10,12 63:12 64:5 66:8 67:3 68:9 good 3:23 6:8 6:9 10:3,4 11:5 19:7 22:10,19 43:7 49:16 50:3,23 54:19 61:15 66:7		half 6:15 hammered 25:7 handles 3:5 5:18 hands 2:16 2:16 33:10 41:16 happen 13:3 21:19 24:18 50:20 55:23 happened 45:17 happening 39:11 happens 20:10 happy 2:8 32:10,11 hard 53:1 61:15 62:7 hardship 67:5 hardships 52:22 60:15 Hardy 1:18 18:17 53:7 Hartley 55:9 55:10 56:11 58:3 head 3:17 42:21 44:1 health 11:11

Philadelphia Water Department Rate Board Hearing
February 23, 2016

37:18 38:14	43:8	2:22 17:14	42:11,12	4:15 12:24	37:22	33:9,16	16:4 51:5,9
38:15,16	impression	31:8 32:19	45:19 47:4	16:19 18:17	legislation	34:17 39:19	managing
57:24 62:12	54:14	indirectly	issue 18:19	19:15,18,20	20:10	42:10 46:3	14:23
64:24	improve 8:16	50:8	19:13 21:13	20:6,13,24	let's 23:5	46:6 62:16	mandate 8:12
helpful 5:14	15:13	individual	48:23 58:1	21:1,3,13	47:23	66:18 67:10	Mantua
30:23 35:18	improvement	23:13	issues 3:6	21:14 22:8	letter 16:21	67:10,22	68:24
35:20,22,22	58:15	individually	9:16 19:24	23:8 24:7	level 24:10	lots 9:19	manufactur...
37:2	improvement...	37:3	35:21 37:9	25:1 28:5	41:20 43:1	11:10 16:4	49:4,7
helping 15:14	36:16 37:11	infinite 44:24	52:2 61:13	28:19 30:13	59:17	16:6 39:16	manufactur...
high 39:17	including	informal 2:3	64:20,21	30:18,22	levels 42:6	love 20:6	49:2
62:15	17:20	information	items 65:18	32:20 34:3	lies 10:16	40:12	March 55:23
higher 2:4	income 13:14	16:5,7		35:17,24	life 8:16	low 16:1 25:3	market 66:6
37:1 65:20	25:2,4 57:7	17:19 18:23	J	37:19 38:15	10:22 13:22	57:7 59:12	Marty 21:1,2
67:20	57:8 59:13	33:17 49:20	JANNIE 1:17	38:18 41:18	15:12 61:16	lower 14:14	21:2,3,4
hike 33:3	60:22,23,23	56:2	January 12:2	42:17,23	62:18	24:14	materials
63:15	61:22	infrastruct...	46:20 55:16	43:18,20	limit 23:20	Lowery 1:18	42:15 46:9
hired 54:1	incomes 25:3	4:20 6:7	Jerry 55:9	44:6,16	listen 16:17	18:2 21:7	mathematics
hold 3:19	25:4 61:21	10:16 12:4	Joanne 3:16	45:1,11,24	17:15 18:21	60:12	67:6
4:14 44:1	increase 4:6	13:18 44:9	3:22 17:4	46:3 47:5	22:12 32:7		matter 56:12
home 28:6	11:24 12:1	44:12 62:24	44:7 57:12	48:7,16	little 3:21	M	71:7
55:11 61:11	12:23 13:2	63:3 64:20	job 19:18	52:14 53:9	39:3 53:23	M 1:7 71:11	Mayor 2:17
61:12	13:4,9,14	64:21	20:7 31:6	58:13,16	62:6	ma'am 28:11	17:13 40:14
homes 6:14	17:10 19:14	infrastruct...	68:17	59:8 61:23	live 15:11	45:6 58:11	McCarty 4:8
hope 7:8 22:9	19:19 21:15	12:16	Joe 34:6	63:1,5,11	35:5,10	Madam	26:24 31:11
hopefully 2:5	23:3,16,23	input 31:3	joined 4:11	65:10,19	37:20 39:6	33:11	32:10,22
3:8 4:14	24:1,3,3	inspect 43:11	Jones 35:9,9	66:2,9,12	43:12 45:1	mail 56:9	35:14,16
hospitals 69:3	25:6 28:14	inspectors	July 12:10	66:13 69:7	50:5 54:20	main 9:11	42:3,8,15
69:12	28:17,18	43:5	13:5,9,15	69:24	55:10 62:13	13:20 39:17	42:21 43:4
house 46:13	29:8,10,13	install 45:20	13:16 24:9	known 21:3	62:18,20	43:15,21,22	43:11,21
60:18,21	30:15 31:17	installed 43:8	24:11 37:6	21:16	68:24	44:5,14	45:18 46:2
61:13	31:19,19,20	44:2 46:8	64:8,10,12		lives 34:6	48:13,17,18	46:12,15
houses 39:19	33:16,22	49:3	66:16	L	loan 61:10	48:18 51:7	47:9,13,17
hub 67:23	35:12,17	installing	jump 44:16	lab 42:15	LOCATION	52:8 54:21	48:5 50:23
human 43:16	36:14,18	45:21	52:16	Laboratory	1:5	67:23	57:22 58:4
hundred 10:2	37:5,6,7	insult 52:20	June 20:5	7:11,12	long 29:2	mains 6:13	58:11 59:15
40:22 44:17	44:8 50:1,6	52:20,21	23:5,7	LaBuda 4:9	64:5	8:3 9:10	59:22 60:2
45:23 46:11	50:11 52:14	insurance	50:14 51:7	27:1	longer 42:11	10:12,18	64:7,10,15
47:18,20	52:15,19	51:16	51:14	lack 66:12	look 13:2	42:9 47:10	64:18 65:5
hydrants	55:2,19,21	integrated	justice 40:3	ladies 68:3,4	14:9,10,13	48:19	65:11 66:1
3:14 8:4	56:12,13	4:17		lady 51:23	26:7 52:6,8	maintain	66:4,22
	62:8 63:22	intended	K	Lane 7:21	looking 11:21	4:19 6:10	67:8,19
I	63:23 64:5	57:18	keep 16:1	large 47:9	37:9,10	9:15,21	68:2,5 69:9
idea 31:17	64:11,13	interested	52:5,19	48:17 58:1	39:24 44:3	10:13 12:22	mean 18:6
ideally 10:21	66:12,16,17	13:1 23:19	kept 15:24	larger 48:15	looks 7:13	major 6:5	36:15 47:24
13:22	66:20 67:1	introduce	kick 9:2	lasted 69:23	losses 51:9	12:3 50:9	51:10 52:3
impacted	increased	36:2 37:15	kind 3:6,13	lasts 42:11	lost 29:12	50:19	52:6 53:14
24:23 51:6	44:13	introducing	22:8 23:10	late 17:7	lot 4:23 6:6	majority 48:7	61:4
impacts	increases	20:9	24:3 41:19	law 11:8 38:7	7:10 8:4,9	making 5:7	means 71:17
12:23	14:11 17:10	invested 38:6	64:2	layer 10:15	10:13,15,17	6:22 9:21	meet 12:14
impervious	24:12 37:23	investors	kindly 3:19	lead 2:22	10:17,23	11:14 28:20	12:21 16:10
9:20	Independen...	12:19	kinds 15:8	32:12 39:5	11:13,15	62:7	meeting 4:11
important	41:5	invite 67:15	KING 1:7	left 61:11	15:4,21	manage 2:23	11:23 35:2
13:19 16:13	independent	iron 42:9,10	71:11	legacy 15:20	25:2,2,5	5:17 9:15	53:16 55:18
16:22 37:23			know 2:11	legal 36:9		management	

Philadelphia Water Department Rate Board Hearing
February 23, 2016

58:17 meetings 16:22 50:24 55:24 56:16 meets 7:16 Member 1:14 17:13 18:1 29:7,19 31:18,21 32:5,5 40:19 42:1 50:21 56:19 69:20 members 2:18 3:1,11 5:9 15:16 25:18 28:5 56:3,12 mention 4:7 7:18 mentioned 27:23 44:11 51:14 58:5 64:19 66:19 message 53:8 53:17 met 17:11 20:21 36:7 method 43:18 45:12 mic 21:6 22:17 23:22 41:14 Michael 1:14 24:4 25:7 26:4 64:3 Michigan 61:4 microphone 18:12 mics 18:10 middle 14:10 14:12 Mike 17:12 miles 6:13 8:3 9:10 10:12 13:19 44:14 44:15 48:8 million 8:2 9:12 10:24 11:19 12:8 15:1 25:11 25:22 26:12	27:20 41:1 41:2,3 50:14 64:1 67:1,6 mind 35:23 minds 67:11 minutes 1:3 30:20 missed 17:23 37:4 Missy 4:9 mistaken 44:5 mock 53:16 money 12:20 25:1 29:11 29:14,15,15 29:18 33:18 38:6 41:4 44:13,24 45:1,3 50:11,18,22 51:7,22 52:4,10,11 52:12,19 60:24 62:6 62:8 65:8,9 monitoring 7:8 monitors 7:14 month 26:15 41:2 monthly 4:5 13:10 Mosely 55:9 57:22 motel 50:17 mother 61:11 61:12 mothers 61:20 mouth 2:7 move 39:7 50:17 moving 9:5 municipalit... 11:4 <hr/> N N 71:1 name 17:4 18:17 34:3 34:3,3,24 35:4,9 36:8	36:12 37:20 40:8 50:3 51:21 54:19 55:9 61:14 68:24 names 23:17 Nancy 1:13 17:4 nationally 14:13 necessary 37:2 need 5:4 10:20 11:6 12:8,16,20 12:21 15:8 16:13,14 20:8,16 25:9,10,10 25:16,19,21 26:13 29:15 29:15 30:9 31:3 32:2,3 34:2,7,23 37:8 41:24 43:7 44:11 44:20 45:2 49:21 53:22 57:19 59:5 59:5 60:5 64:1,2 66:24 67:11 67:18 69:17 needed 64:6 needs 16:11 17:17 39:23 51:9 negatively 24:24 neighborho... 18:21 38:12 neighbors 21:12 never 46:24 58:13 new 2:10 20:20 45:22 57:18 62:18 64:17 nights 34:17 nominal 40:1 Nope 66:24 68:10	normally 9:18 northeast 7:19 9:7 Notary 71:12 noted 71:4 notes 32:6 71:6 notice 2:7 notified 12:1 nuances 30:17 number 5:10 7:1 16:1 38:11 Nutter 24:4 25:7 26:4 40:14 64:3 <hr/> O O 71:1 oath 28:1 obligations 12:22 14:15 14:17 obviously 2:5 18:19 31:23 offer 27:2 67:17 office 60:14 63:9 68:16 Officer 1:13 2:22 5:8 17:3,5 18:5 19:3 22:23 24:7,17,21 25:13,17,23 26:6,16,19 27:6,12,15 27:18,22 28:19 31:7 32:11,14 33:7 35:13 36:3 37:13 40:6 41:13 41:22 49:8 49:12,18 51:19 53:21 54:1 55:22 56:14,23 57:17 58:5 59:10 60:4 63:19 66:21 67:3 68:3,8	68:11,15 69:6,14,21 offices 62:11 official 15:2 17:24 18:15 19:5 35:1 officials 18:8 40:10 52:24 oh 32:17 okay 21:18 24:22 27:8 28:15 35:13 42:19 46:15 46:24 49:10 52:10 58:3 old 6:7,7 10:3 38:4,4 39:5 39:6 46:10 47:18 48:4 63:3 older 42:10 44:17 45:21 once 29:23 31:20 48:24 62:14 ones 42:12 48:15 online 16:7 open 54:6 operate 4:19 12:22 67:14 operating 4:19 65:13 operational 3:12 opinion 69:19 opinions 16:15 22:13 23:2 opportunity 21:20 opposed 33:3 36:14 orange 40:13 order 3:15 10:17 12:12 12:21 15:23 16:9 34:1 61:24 ordinance 54:3 57:6 58:6 69:13 69:18	ordinances 69:15 ou 20:21 ought 42:23 45:16 overflow 68:6 overflows 9:22 overview 4:3 <hr/> P p.m 70:8 pack 14:10 page 23:9 pages 36:21 67:4 paid 30:8 34:17 53:24 54:2,15,17 61:23 paper 2:7 parent 35:10 Park 40:12 55:10 Parkway 18:22 35:5 part 10:8 20:18,23 21:16,20 30:8,18 34:14,24 35:1 39:1,2 57:5 particularly 25:6 partnerships 15:22 parts 9:5 22:15 34:18 pass 41:6 58:6 passed 15:19 54:3 57:6 66:10,13 passing 66:9 pay 14:6 22:4 37:18 38:8 38:12,21 40:1 57:7 58:23 59:19 60:24 62:1 62:15 65:2 65:16,16,17 65:21	payer 56:21 payers 4:23 66:11 paying 4:5,24 15:3 16:24 29:20,22 39:18,18,19 39:21 40:2 40:4 55:12 69:4,4 pays 14:16 PECO 65:19 peel 10:15 penalize 59:20 Pennsylvania 1:6 Penrose 55:10 people 4:15 4:24 5:24 16:10 18:11 19:21 20:2 20:4,8 21:12 22:20 23:18 25:2 28:24 30:6 30:22,23 32:2,7 33:2 33:7 34:19 35:2 37:18 38:5,17,18 38:20 39:17 39:24 40:17 40:19,21,22 40:23,23 41:2,4,14 42:1 49:19 51:14 54:5 55:11,12 56:3,17,24 57:3,5,7,19 58:16,22 59:1,6,6,19 59:20,24,24 62:10,11,13 62:16,20 63:5,9 65:5 65:13 67:6 67:15 percent 13:2 13:6,9,13 19:19 37:5	37:7 52:13 52:15,15 62:9 64:11 64:12 65:8 percentage 57:8 performing 7:9 period 25:12 26:2 person 29:24 30:11 40:7 personally 54:14 55:3 PGW 65:19 65:19 Philadelphia 1:1,1,6 7:23 11:1 15:10 15:15,20 17:15 18:6 24:23 25:3 34:6 35:11 38:1 41:1 52:8 53:19 58:7 Philadelphi... 15:9 30:24 Philly 37:20 39:6 photo 8:20 9:23 10:14 photos 8:18 pick 68:17 piece 11:17 pieces 8:22 pigeon 56:9 pink 40:12 pipe 20:2 42:12 43:7 44:1 47:7 48:8 49:2,3 50:8,9,12 50:19 55:11 57:18 pipes 5:21 6:8 38:4,7,16 39:5,9,16 41:19,21 42:3,6,9,10 42:16 43:1 43:2,19 44:17,20
---	--	---	---	--	---	--	--

Philadelphia Water Department Rate Board Hearing
February 23, 2016

45:4,7,10 45:15,19,21 45:22 46:3 46:11,16 47:16,17 48:6,8,9,11 48:15 60:19 60:22 61:1 pipng 10:13 place 5:11 38:20 plant 7:19 8:21,23 9:1 9:24 plants 4:21 8:1 9:7,12 65:14,16 playing 52:5 plays 18:20 please 21:2 37:12 60:6 69:24 pleasure 19:10 point 12:17 15:1,10 21:19 52:1 63:5 66:15 poor 58:22 59:18,24 position 31:2 32:16,21 positions 17:17 61:23 possible 16:2 21:21 poverty 59:16 power 2:14 65:17 66:6 66:12 PowerPoint 15:15 preferable 29:4 prepare 61:6 61:6 prepared 34:5 present 1:16 32:6 56:2 presentation 1:1 3:19 4:2 5:13 26:22	33:20 presentations 29:3 presented 22:12 pressure 38:24 62:24 pressured 12:19 pretty 30:14 34:18 price 38:18 38:19 pride 8:9 prime 39:8 prioritize 44:23 45:4 priority 6:21 16:8 private 30:10 31:3 33:14 34:14 54:23 55:1 privilege 19:8 19:10 20:17 probably 34:18 problem 47:1 48:22 problems 3:7 3:9,13 23:14 63:11 proceedings 57:21 71:4 process 5:8 5:22 8:1 9:4 10:10 16:13 17:19 31:13 34:7 54:5 58:8 Professional 1:7 program 11:19,20 14:4 15:16 22:18 37:17 38:14 57:6 57:10 59:1 61:10 64:24 65:1 68:5,6 programs 16:4,6,9 57:16 61:9	65:24 progressive 67:13 project 44:4 projects 43:6 promises 36:15 proposal 23:3 propose 42:6 proposed 12:1 13:4 17:11 proposing 26:20 protect 8:13 11:11,14,21 14:2 provide 5:3 5:16 11:6 12:5,13 14:4 58:1 provides 4:17 68:5 public 2:24 3:1,1,17 11:11 15:7 16:14,22 17:14,23 18:8,15 19:4 29:2 29:23 31:14 31:20 35:15 36:4,9 55:24 56:3 56:7 60:8 68:17 70:5 70:8 71:12 pump 5:19 10:6 purple 40:12 purpose 4:2 put 2:16 3:7 18:7 38:20 39:12 40:14 44:7 PWD 23:15 PWD's 23:16 <hr/> Q qualify 59:14 66:3 quality 6:20 6:23 7:5,13 8:8,16 11:9	12:6 15:12 41:20 42:3 42:6 43:1,7 46:8 47:4 question 25:14 26:7 31:22,24 33:9 50:10 55:17 57:20 64:1 66:23 questions 3:12,20 4:14 28:13 28:23 29:6 30:5,12 31:9 32:2,8 32:21,24 34:9,13 41:23 49:22 53:13 58:13 58:16,18 70:1 quicker 3:21 quickly 4:15 61:14 quiet 20:14 quite 3:18 29:2 <hr/> R R 71:1 racks 8:23 rainy 4:2 16:3 raise 2:15 41:16 59:3 rate 1:2 2:10 4:6,22 5:6,9 11:24 12:2 12:23 13:4 13:17 16:2 16:13,16,21 17:6,9,10 19:14 21:15 23:2,16 24:14,20 26:3,15 29:7 30:14 31:17,18,19 33:3,16,22 35:12,17 36:16,18 37:1 44:8 50:1 56:21	58:6 64:11 64:13,17 66:7,11,16 66:17,19 69:7 rates 2:4,13 2:15 15:2 16:1,24 54:6 64:23 65:1 read 28:9 ready 58:22 real 24:4 25:6 26:4 52:3,3 64:3,19 realistic 47:24,24 really 4:1 11:21 15:4 18:20 30:3 38:19,23 47:5 58:14 64:5 reason 23:1 24:10,13 45:9 47:7 49:21 56:24 63:2 reasonable 36:24 52:15 reasons 12:3 56:5 recall 48:24 receive 6:22 received 7:1 recognize 14:5 16:7 40:23 41:17 recommend... 54:4 record 7:1 17:1 28:1 34:24 35:1 recover 12:20 refer 28:2 refers 11:20 regard 20:10 regarding 2:3 14:1 regionally 14:9 Registered 1:7	regular 14:6 regulate 7:15 regulation 69:16 regulations 11:10,13 14:1 regulatory 9:20 11:16 12:6,15 14:15,17 68:6 rehabilitation 6:6 reject 21:20 31:17 42:20 relay 44:5 reliable 12:5 relief 58:22 remove 8:24 9:3 22:17 renovate 10:5 rent 50:16 rep 18:2 41:6 51:2 repair 10:5 55:1,3 repaired 63:4 repairs 44:3 replace 10:13 10:17 12:12 12:15,16 13:19,21,23 42:8,9,12 45:4 replaced 44:20 replacement 6:6 10:21 12:4 replacing 44:12 reported 1:7 54:11 reporter 1:7 27:24 54:2 54:12 71:12 71:19 represent 20:19 40:22 representat... 37:24 53:18 representat...	1:18 18:1,3 21:7,24 22:4,21 29:5 33:2 35:7 36:4 53:6 60:11 60:12 62:23 representing 41:10 represents 21:1 reproduction 71:17 request 2:4 23:16 27:16 37:1 68:18 requested 37:17 requesting 11:24 13:17 requests 17:17 required 7:14 14:1 15:16 requirements 9:21 11:16 12:7,15 residential 36:10 69:11 residents 15:20 38:1 50:12,15,19 51:8 54:22 54:24 55:4 respect 53:14 respectfully 22:11 respond 27:9 responsibility 57:3 responsible 60:21 responsibly 45:3 responsive 28:22 results 54:8 return 6:3 revenue 3:3,4 5:3 12:20 review 23:16 ridiculous 29:13	right 31:16 32:24 33:9 33:19 44:10 46:5 57:23 57:24 60:18 64:9 68:2 68:14 rights 52:7 Risk 51:4,9 river 6:4 7:20 8:12 10:6 rivers 5:20 11:14,18 15:24 Rock 1:5 19:9 Rodwell 41:14,16,18 41:24 42:5 42:13,19,23 43:9,12 45:5 46:1 46:10,13,16 47:12,14,19 47:23 49:6 49:9,11,15 room 27:2 rooms 50:17 RPR 1:7 71:11 rule 27:16 41:4 rules 54:7 running 32:15 46:23 47:1 54:10 65:14 Ruppert 68:23,24 69:17 Ruth 37:20 <hr/> S safe 5:23 6:23 11:8,9 12:5 14:20 Sandra 27:22 satisfied 68:9 save 51:22 62:5 saved 52:4 savings 66:11 saw 2:7 25:15 26:12 saying 24:19
--	--	--	--	--	--	--	---

Philadelphia Water Department Rate Board Hearing
February 23, 2016

32:16 35:2 39:5 47:19 56:11 says 32:18 41:5 58:14 61:8 scale 10:1 14:14 scam 58:20 59:5 schedule 16:22 Schuylkill 5:21 7:22 8:14 10:7 second 24:20 section 7:23 see 2:5 4:10 6:21 9:1 14:7 18:18 20:24 22:5 23:5 36:17 37:10 44:9 45:15 48:5 48:11 49:15 50:23 60:8 67:1 68:18 seeing 53:23 seen 36:16 42:11 53:12 Senator 1:18 17:22 18:16 18:17 30:2 33:11 53:7 Senators 41:6 send 16:20 53:10 senior 13:11 13:11,12 60:17 sense 10:1,14 38:23 43:16 43:17 sent 31:11 separate 4:23 31:13 SEPTA 46:22 serious 10:19 seriously 6:24 7:4 57:2 serve 11:1,3 60:14 62:10 served 7:23	serves 7:19 9:24 15:8 service 5:2 7:17 12:6 14:24 16:8 16:9 20:17 24:13 serviced 20:8 services 2:11 4:17 7:11 7:12 11:6 12:14 36:9 set 56:24 setting 54:6 settle 10:9 51:5 sewages 8:10 sewer 6:1,15 6:17 14:21 54:23 55:1 sewers 10:12 10:18 13:20 shape 6:8,9 10:3,4 share 29:20 sheet 16:20 sheets 23:18 shop 38:19 show 22:1 32:15 52:17 Showers 23:21,23 24:15,19,22 25:15,21 26:1,11,18 26:21 27:11 27:14,17,20 29:17 32:4 32:9 48:4 59:12,18,23 63:24 64:9 64:14,17 65:4,7,23 66:2,24 67:5,9,22 68:10,14 showing 8:18 40:10 shows 44:7 shut 58:23 sick 28:7 side 11:13	49:17 sign 41:15 sign-in 16:20 sign-up 23:18 signed 40:7 Simi 24:24 similar 36:1 simple 30:14 simply 34:14 single 35:10 61:18,20 sir 47:13 sit 48:1 site 48:23 sitting 10:8 35:4 situation 61:11 situations 37:3 six 56:16 65:14 slide 44:7 57:13 small 36:11 62:8 smaller 48:6 48:18 smart 16:3 22:1 Smith 50:3,4 snail 56:9 snapshot 8:19 soft 68:19 somebody 26:21 33:18 42:23,24 46:4 sorry 35:16 sort 4:3 5:11 7:7 12:7,11 14:10,12,13 33:21 34:10 sounds 32:20 source 65:2 sources 8:13 southeast 8:20 9:7 southwest 9:8 space 10:6 speak 18:9,15 36:5 49:16 49:24 60:5	63:20 speaking 23:19 29:23 55:6 Spearman 51:21,21 53:5 63:22 specific 3:9 35:21 37:16 48:23 specifics 35:19 specified 42:17 spend 45:2 spent 33:19 spewed 40:12 spilled 50:13 spoke 63:24 spoken 23:11 68:21 spot 18:7 66:6 stabilization 16:2 staff 3:10,11 4:10 7:3 20:23 25:18 30:7,11 31:4 stake 15:12 stand 20:22 21:2 standards 11:12 standing 34:1 stands 20:22 21:2 start 23:20 started 4:16 46:18 47:20 starts 12:10 state 1:18 11:7 17:22 18:1,2,20 21:7 41:6 51:2 53:5 60:11 stated 46:10 states 31:20 40:24 stay 24:9,12 stayed 26:5	stenographic 71:6 Steve 27:2 44:4 Steward 27:23 28:12 29:9,21 stop 9:22 11:18 25:10 store 61:3 storing 4:20 storm 9:1 stormwater 2:11 4:5,18 5:17 9:13 9:15,17 11:17 14:23 14:24 65:12 stormwaters 11:18 story 61:4 straight 20:5 straightened 51:13,15 strange 38:22 streams 11:14,21 15:21,24 street 1:5 38:8 39:7 39:10 46:23 47:2 50:5,8 52:9 54:20 60:20,24 63:1 stricter 54:7 strong 53:17 53:18 submitted 36:22 suffered 51:8 suffering 51:11 suggest 38:17 49:19 suggested 26:8 suggesting 32:17 suggestion 30:3 sum 14:23 supervision	71:19 supply 14:2 supplying 47:15 support 18:24 19:14 19:15,17 22:6 suppose 59:13 supposed 24:2,5 32:7 41:6 64:4 Supposedly 32:14 sure 2:24 6:22 7:15 8:12,16 9:21 10:4 10:21 11:14 12:5,13,14 12:21 13:20 15:19,23 21:16 25:13 28:9 33:7 34:21,23 36:24 42:16 43:6 52:1 57:4 68:20 surfaces 9:20 survive 50:18 62:6 system 6:1,12 6:15,17 8:5 8:6 9:6 10:20 11:22 44:15 48:6 systems 9:16	53:8,10,11 53:17,22 57:3 63:14 66:5 taken 2:15 27:19 47:15 57:21 71:6 takes 7:20,22 8:20 9:18 30:19 57:2 talk 4:6 5:18 11:19 13:18 13:24 20:15 26:17,18 34:15 37:9 49:9 52:13 52:22 56:2 57:15 60:13 61:8 68:16 talked 34:5 52:6 59:1 talking 11:15 12:9 23:24 26:11 41:9 43:22 62:3 62:4 tangled 61:10 target 44:19 45:3 tax 41:8 64:2 64:19 taxation 41:9 taxes 5:1 26:4 team 7:13 36:20 technical 30:5 34:13 54:10 technology 48:2,3 Ted 50:4,24 50:24 tell 17:8 21:4 21:14 23:4 28:16 29:11 29:12 31:16 35:7 37:16 38:12,13 39:1,20 42:22 45:18 46:2 47:3 58:16 59:6 66:4 67:19	68:19 70:6 temperature 48:10 temporary 23:24 24:3 64:4,18 ten 4:18 30:20 tends 48:11 48:22 terminated 62:14 63:12 test 42:13,16 42:19 43:19 45:12 48:20 tested 45:11 testify 16:19 testimony 34:4 testing 42:15 tests 7:14 thank 3:23,24 4:12 17:1,3 18:3 19:3,6 19:7,8 20:17 21:8 21:9,22,24 22:22,23 27:6,14,17 35:6 37:13 40:4,10 41:10 52:23 52:23 53:1 53:3,4,5,6,7 53:18 58:3 63:16,17 66:21 69:21 69:22 70:7 thing 3:14 11:5 34:19 37:16 38:10 45:5 58:12 things 3:21 7:8 8:5,19 9:14 15:22 16:1 36:19 37:8 38:3 39:12,14 54:12 58:19 59:8 63:8 66:18 think 5:13 10:11 15:5
--	--	---	---	--	--	--	---

Philadelphia Water Department Rate Board Hearing
February 23, 2016

22:14 23:8	tired 61:9	65:14	understood	volley 9:1	67:10,11	58:23,24	17:23 18:16
24:22 25:5	title 61:10	tricked 25:5	34:21	volunteering	wastewater	59:3 60:18	18:18 30:2
25:8,9,10	today 11:23	trouble 46:6	unfair 55:4,4	30:11	2:10 4:17	61:3,5,16	33:11 35:5
28:14 30:7	57:24	truth 30:19	55:5,7	vote 34:2	4:21 5:16	61:17 62:3	53:7
30:9,13,16	toilet 6:16	try 20:15	unfortunat...	35:11 50:6	6:2,16,18	62:13,14,19	willing 32:23
30:22,23	told 39:13	45:8,16	50:7 66:18	55:8 58:18	8:7,10 9:4,6	65:2,2,12	Willis 40:8,8
31:3,5	41:15 54:22	49:22 62:6	Union's 2:15	58:19 59:7	9:9 11:2	65:15,20	40:20
33:24 35:14	54:23 60:21	62:18	United 40:24	voted 58:7,9	14:22 65:15	69:3	winning 8:8
35:16,21	61:9	trying 30:15	universities	vulnerable	watch 20:14	waters 8:17	Winslow 50:5
43:9 44:4	tonight 3:24	31:2 39:11	69:2,9,12	44:20	water 1:1 2:3	11:20,21	winter 48:12
48:17,24	11:15 16:12	41:8 44:19	69:18	<hr/> W <hr/>	2:10,13,15	wave 65:9	witnesses
49:14 51:22	16:16,19	54:8 56:1	University	wait 27:9,10	3:3,5,10,16	way 2:12 21:5	26:23
54:5 55:6	17:7 19:8	59:2	69:1	waiting 55:16	3:18 4:4,5	27:23 37:11	woman 61:2
56:19 60:5	22:10,11	Tuesday 1:2	unjust 55:5,8	walk 7:7	4:10,16,17	41:17 42:14	61:15
60:7 63:14	23:11 28:6	turn 8:11	unusual 18:6	62:17 63:11	4:20,20,23	43:13 44:6	women 61:18
68:8 69:8	28:21 53:24	21:6 52:16	update 6:10	Wall 9:23	5:1,6,15,16	44:19 46:17	61:19
thinks 4:24	57:24 68:13	turned 61:14	urban 9:19	wand 65:9	5:19,22 6:3	56:9 62:18	word 2:6
19:1	70:6	twelve 20:2,4	usage 15:4	want 4:7,15	6:13,14,19	ways 67:12	words 36:13
Thomas	tonight's	50:10	use 6:1 14:7,7	8:15,15	6:20,20,23	we're 11:15	work 7:10
54:19,20	17:20	twice 49:1	23:22 28:21	13:21 15:18	7:5,13,15	12:19 18:10	10:17 15:15
69:8	top 6:21,22	twigs 9:2	41:20 42:4	15:18 18:9	7:17,18,20	20:18 21:19	15:19 20:8
Thompson	7:16 8:8	two 5:9,20	43:19 45:12	18:23 19:20	7:21,22,24	34:1,15	21:17 37:21
35:10	12:6 16:8	12:9 13:1,3	51:16 69:3	21:8 22:7	8:1,3,13,14	35:4 44:16	51:9 59:19
thought	42:21 43:24	18:10 24:1	useful 10:22	29:7,10	8:15,19,21	44:19 45:21	59:21,24
25:15 28:21	topic 49:13	24:2,5,15	13:22	30:6,17	8:22,23	49:14 56:7	61:23,24
33:17	touch 3:7	24:18 26:3	users 36:11	31:1,18,19	9:11,24	56:15,16	worked 57:11
thoughts 17:9	town 20:24	26:7,10,13	uses 13:8	31:21,22,23	10:7,11	62:3 64:7	61:15
thousand	track 7:1	27:20 30:24	15:8	31:23 32:15	11:1,8,9,13	64:12 66:9	working
40:22	Tran 35:15	35:11 45:15	usually 4:16	32:21 33:4	12:2,23	68:6 69:4	15:22 36:20
thousands	36:1,7,8	54:21 64:4	utilities 11:4	33:11,13	13:17,20	we've 22:24	36:23 51:4
38:13 48:8	68:16	64:9 65:21	14:11 65:22	34:9,12,21	14:2,7,7,19	25:5 33:9	59:18,24
three 2:12	transcript	two-year	utility 5:17	34:22 37:15	14:21 15:6	44:13 66:7	60:17
7:18 9:6,8	28:9 71:8	25:11 26:2	12:18 14:14	37:16 41:10	15:7,10	wealth 14:9	workmansh...
25:17 31:1	71:16	type 3:14	65:13	43:9,19	16:7 17:15	weather	46:8
40:21 50:9	transcripts	types 36:19	<hr/> V <hr/>	52:10,10	19:14 20:1	21:14	wouldn't
51:24 59:16	51:24	typical 13:7	Valley 24:24	53:9 54:13	20:12 21:15	web 23:8	35:23
65:15,15	transmission	14:18 55:12	valuable 60:2	56:5,6,6	21:17 22:4	welcome 56:8	write 56:4
Thu 36:8	43:22 47:10	typically	valves 8:3	60:7 63:13	25:19 28:24	welfare 61:22	Wyalusing
ticket 65:18	48:19	47:18 48:16	Vanessa 1:18	64:23 65:10	29:3,5	61:24	20:4 51:1
tiers 59:16	trash 8:23 9:2	<hr/> U <hr/>	18:2 21:7	68:16,20	32:17 33:21	weren't 57:1	Wynnefield
till 69:23	treat 8:11	Uh-huh	51:2 53:6	70:2,4,4,5	34:9 35:11	West 34:6	43:12,13,14
Tim 20:21,22	9:11,13	64:14	60:12	wanted 29:1	36:11 37:18	37:20 39:6	46:17,18
time 5:5,6	12:22	ultraviolet	variety 15:17	32:18 54:7	38:5,24	53:19	48:17
10:14,17	treated 10:7	45:13	various 26:23	60:13 63:7	39:4,8,13	Westminster	<hr/> X <hr/>
17:2 23:6,7	Treating	underserved	59:15	wanting 33:5	39:16,22	20:3,3	<hr/> Y <hr/>
25:8 29:12	14:20	15:14	vendor 47:15	wants 18:14	40:12,13,16	wet 4:1	
29:24 30:11	treatment	understand	versus 30:11	22:5 35:17	41:7 42:8	wherewithal	
39:18 48:12	4:21,21	17:21 25:14	Vertek 27:2	60:9 68:21	43:15 44:14	14:6	y'all 52:1
48:20 49:11	5:22 6:2,18	30:3,7,24	victim 38:10	ward 21:9	48:9,13	White 1:5	53:10
49:12 51:14	7:18,21,24	31:4 33:24	50:7	37:22 40:9	50:13 51:6	19:9	yahoo 25:1
62:7	8:7 9:4,10	34:10 37:24	view 49:24	50:4 51:22	52:8 54:21	wholesale	yeah 46:20
times 41:3,3	9:24 10:9	59:2,5	Virginia	wasn't 45:23	55:13,20	11:2	50:21
43:23 67:6	10:10,15	62:23 63:3	68:24	waste 8:21	57:9 58:21	Williams 1:18	year 12:9,10
							12:10 24:9

Philadelphia Water Department Rate Board Hearing
February 23, 2016

24:11,20	17 12:9,10	<u>5</u>				
37:5,7	19:20,20	5 41:2,3 67:6				
44:14,15	18 12:10	5,000 36:21				
46:18,21,21	14:21 23:7	5.5 13:9				
54:3 59:13	44:14	64:12				
60:19 61:7	1800s 49:3	50 34:5 47:20				
61:16 66:9	18th 50:4	54:22,24				
years 2:4,12	19 50:14	55:3 59:17				
10:2 12:9	1900 44:2	59:17				
13:1,4 20:7	1900s 49:3	52 20:3				
24:1,2,5,15	190th 55:7	5200 50:5				
24:18 26:3	1910 44:2	5240 1:5				
26:8,10,13	1946 46:14	52nd 39:7,10				
27:21 29:14	1972 21:4	50:8 51:1				
38:5 44:18	<u>2</u>	52:9 63:1				
45:23 46:11	2 15:6	54th 43:13				
47:18,20,20	2.4 11:19	46:17				
49:1 50:10	2.40 15:3	55 50:14				
54:21 64:4	20 44:14	57-dollar				
64:9	2013 28:15	26:15				
young 15:16	28:15,18	5734 43:12				
51:23	2015 51:7	5738 43:14				
youth 15:17	66:16	46:17				
<u>Z</u>	2016 1:2 12:3	58th 35:10				
<u>0</u>	13:5 28:15	<u>6</u>				
0 59:17	2017 2:5 13:9	6 52:15				
<u>1</u>	13:16 37:6	6-inch 48:8				
1 12:10	2018 2:5	6,000 6:13				
1.5 41:1,2,3	23 1:2	10:12 13:19				
1.6 10:24	236 8:2	6.2 13:6				
10 48:9	24/7 7:14	64:11				
100 59:17,17	25 13:13	600 13:8				
102 64:1	14:19	60th 21:9				
105 12:8,11	28 44:15	51:22				
25:16,21	<u>3</u>	6th 40:9,9				
26:12 27:20	3 13:16	<u>7</u>				
67:1,6	3,000 8:2	7 52:15				
11 13:9 52:13	3,000-mile	74-year-old				
11,000 59:13	9:11	61:2				
11.7 13:2	3,100-mile	<u>8</u>				
12 13:5 37:5	44:15	8 12:2				
37:7 48:9	3.10 13:15	8-inch 48:9				
52:13,16	3.90 13:10	8:01 70:8				
62:9 65:8	30 23:5	87 15:16				
12,000 59:14	30-inch 48:18	<u>9</u>				
13 19:19,19	397 9:12	91 41:3				
14 14:23 20:5	<u>4</u>	97 37:5				
51:7,14	4.20 13:6					
15 39:15 49:1	40 48:10					
150 15:3	4119 54:20					
25:11	44th 50:4					