

PHILADELPHIA WATER, SEWER AND STORM WATER

RATE BOARD

PUBLIC HEARING

Tuesday, March 16, 2021.

Philadelphia, Pennsylvania

TIME: 1:00 p.m.

LOCATION: Virtually

HELD BEFORE: MARLANE R. CHESTNUT,  
Hearing Officer

- - -

1                   - - -

2                   HEARING OFFICER CHESTNUT: Good  
3                   afternoon, everybody. This is one of  
4                   four public hearings that have been  
5                   scheduled by the Philadelphia Water,  
6                   Sewer and Storm Water Rate Board to give  
7                   the Board a chance to hear directly from  
8                   the customers who will be impacted by the  
9                   Philadelphia Water Department proposed  
10                  changes in rates and charges for fiscal  
11                  years 2021 and 2022.

12                  The Rate Board is an  
13                  independent body established to set rates  
14                  and charges for water and sewer service.  
15                  As part of its mandate to conduct an open  
16                  and transparent examination of the  
17                  proposed rates, the Board hired Community  
18                  Legal Services to act as the Public  
19                  Advocate in this case. And selected me  
20                  as Hearing Officer to ensure that the  
21                  hearing process is conducted in a fair,  
22                  impartial and efficient manner.

23                  Due to the ongoing public  
24                  health emergency caused by the Covid

1 pandemic, this and all hearings will be  
2 conducted remotely either online or  
3 telephonically. All transcripts and  
4 documents are posted on the Rate Board's  
5 website. There is a court reporter who  
6 will produce a stenographic record of  
7 this hearing, and that also will be  
8 posted. So please be sure to speak  
9 slowly and carefully.

10 Before we get to hearing from  
11 the customers, I will introduce the  
12 representatives from the Water Department  
13 and the Public Advocate and let them give  
14 you an overview of the filing and what  
15 they plan to do in this case.

16 Mr. Dasent.

17 MR. DASENT: Yes. Glen Abrams  
18 of the Public Affairs Department of the  
19 Water Department will be giving a brief  
20 statement to sort of convene us and to  
21 instruct participants as to how we view  
22 the case.

23 Glen.

24 MR. ABRAMS: Thank you, Andre.

1 MR. DASENT: You're welcome.

2 MR. ABRAMS: And, Your Honor.

3 And good afternoon, everyone. My name is  
4 Glen Abrams and I am speaking on behalf  
5 of the Philadelphia Water Department in  
6 this proceeding.

7 We first want to thank you all  
8 for joining this hearing this afternoon  
9 to share your views about the rate  
10 increase request that the Water  
11 Department has filed with the  
12 Philadelphia Water, Sewer and Storm Water  
13 Rate Board.

14 As you know, if the Rate Board  
15 approves the Water Department's full  
16 request, a typical residential customer  
17 using 500 cubic feet of water per month  
18 would see their bill increase by about  
19 11.6 percent in fiscal year 2022 and  
20 5.3 percent in fiscal year 2023, or  
21 approximately \$7.74 per month beginning  
22 on September 1st, 2021 and an additional  
23 \$3.98 beginning on September 1st, 2022.

24 The Water Department recognizes

1 that any increase in rates can be a  
2 hardship, especially right now. But this  
3 increase is necessary to address the  
4 Department's current financial deficit  
5 and to continue maintaining, upgrading  
6 and renewing its system to make sure that  
7 clean water is delivered as safely and  
8 reliably as possible. And that makes  
9 water treatment and storm water  
10 management services continue unabated.  
11 This system provides essential services  
12 that are the foundation of public health  
13 in Philadelphia.

14           Importantly, since the Water  
15 Department is a municipal utility it has  
16 no shareholders and every dollar that it  
17 collects is used to support the safe and  
18 reliable operation and maintenance of the  
19 utility system. Rate relief is necessary  
20 now to sustain our operations.

21           It should be noted that the  
22 Water Department continues to invest in  
23 much needed upgrades to critical water  
24 and wastewater infrastructure, including

1 replacing aging water mains to reduce the  
2 occurrence of water main breaks and  
3 increase the reliability of water service  
4 to customers; extending the life and  
5 reliability of the wastewater system by  
6 making repairs and improvements at  
7 treatment facilities and improving  
8 drinking water treatment; and improving  
9 our water conveyance system by  
10 rehabilitating critical water  
11 infrastructure such as pumping stations  
12 and water mains; as well as upgrading  
13 water and wastewater treatment  
14 facilities.

15 All projects planned for fiscal  
16 years 2022 and 2023 are critical  
17 investments to ensure the utility can  
18 support its operations and continue to  
19 provide safe and reliable service to  
20 current and future customers with a well  
21 maintained water and wastewater system  
22 they can count on.

23 I would also like to highlight  
24 that the Water Department has a robust

1 and comprehensive customer assistance  
2 program which helps low income customers  
3 pay their bills, including the Tiered  
4 Assistance Program or TAP, the senior  
5 citizens discount program and other  
6 programs that are more flexible than ever  
7 during this difficult time.

8           The Water Department has also  
9 agreed to extend the shutoff moratorium  
10 for residential customers through  
11 April 1st, 2022. And has paused  
12 enforcement activities for our most  
13 vulnerable residential customers.

14           If you are experiencing  
15 financial hardship, we can help. We  
16 encourage to you apply for TAP, the  
17 senior discount, or other programs that  
18 are available to assist households with  
19 payment difficulties. These programs are  
20 accessible through website  
21 [www.phila.gov/waterbillhelp](http://www.phila.gov/waterbillhelp) or by calling  
22 215-685-6300 Monday through Friday  
23 between 8:00 a.m. and 5:00 p.m.

24           I would also note that if you

1 have specific billing questions or other  
2 service issues that you would like  
3 assistance with, please let us know and  
4 we will have a customer service  
5 representative contact you as soon as  
6 possible. Please use the chat function  
7 to identify yourself or let us know that  
8 you would like to speak in a breakout  
9 room to exchange contact information.

10 The purpose of today's session  
11 is to hear from you, the consumers. We  
12 appreciate you taking the time to share  
13 your views with us today. And we look  
14 forward to hearing from you.

15 Thank you.

16 HEARING OFFICER CHESTNUT: And  
17 thank you.

18 Ms. Scott, did you want to give  
19 an introduction on behalf of the Public  
20 Advocate?

21 MS. SCOTT: Yes. Thank you.

22 Good afternoon. My name is  
23 Kinteshia Scott and I am an attorney at  
24 Community Legal Services.



1                   CLS has been appointed to serve  
2   as Public Advocate to represent the  
3   interests of residential and small  
4   commercial customers in this rate  
5   proceeding. We are working with a team  
6   of experts to examine the Water  
7   Department's proposal and to present our  
8   analysis to the independent Water, Sewer  
9   and Storm Water Rate Board that will make  
10  a determination of whether, and if so,  
11  how much PWD's rates are allowed to  
12  increase.

13                   The Water Department has  
14  proposed to raise typical residential  
15  water bills by 17 and-a-half percent over  
16  two years. That would cost you an  
17  average of about \$140 more per year. We  
18  have concerns about the Water  
19  Department's proposal and we would like  
20  to hear from you.

21                   Should the Water Department  
22  raise your rates during a pandemic or  
23  should it look for other ways to lower  
24  costs? What about the estimated

1 \$1.1 billion in local government recovery  
2 funds that Philadelphia is going to get?  
3 Shouldn't the City use that money to  
4 support the Water Department instead of  
5 increasing your rates? What would it  
6 mean to your family to have to pay  
7 significantly more money for water right  
8 now? And has the Water Department done  
9 everything it can do to help you get the  
10 assistance that you need?

11 Please share your views. What  
12 you share will be an important part of  
13 the record in this rate case. And the  
14 Board needs to hear from you and  
15 understand what you think about the Water  
16 Department's request to increase your  
17 water bills. Thank you for making time  
18 to participate in this process.

19 HEARING OFFICER CHESTNUT: And  
20 thank you.

21 And I mentioned that the Rate  
22 Board is the independent board that will  
23 be making the decision concerning the  
24 Department's request for the proposed

1 rates. And the chairman of the board is  
2 present, Mr. Popowsky.

3 Other participants in this case  
4 include the Philadelphia Large Users  
5 Group, the Water -- what is --  
6 the Philadelphia Water Revenue Bureau, is  
7 that the right name?

8 MR. DASENT: That's correct.

9 HEARING OFFICER CHESTNUT: They  
10 are the ones that actually do the billing  
11 and the collection on behalf of the  
12 Department. And there's a number of  
13 individuals as well.

14 Okay. Let me give you a little  
15 overview in terms of the process. There  
16 is a schedule that's mandated by the Rate  
17 Board regulations in terms of how long  
18 the time is available to do this case.  
19 And it has certain milestones.

20 The parties got together and we  
21 did have a conference and adopted a  
22 schedule. And as you know, the public  
23 hearings are this week. The parties will  
24 continue to work on their testimony and

1 do discovery. They're going to -- I  
2 guess the non-company parties will be  
3 filing written testimony. And the  
4 company will -- and I guess they will  
5 respond to other parties' written  
6 testimony as well.

7           We have a block of time set  
8 apart for technical hearings at which  
9 these witnesses will be presented to  
10 discuss their testimony. That will be in  
11 April. Probably the mid to end of April.  
12 I will try and have my written report  
13 issued by the end of May so the Board can  
14 do its deliberations in June, which will  
15 give the Department sufficient time to do  
16 whatever the Board directs before the  
17 proposed effective date of September 1st.

18           Now, as I indicated, every  
19 document in this case is posted on the  
20 Rate Board's website, and the schedule is  
21 posted there as well. So if you need any  
22 information about this case, that really  
23 is your best source.

24           With respect to today's public

1 hearing it's very important that the  
2 Board hear directly from you. Because I  
3 think we can all agree that things are  
4 hard. It's hard for people to pay higher  
5 rates. And it's really hard for a lot of  
6 people.

7           And I think sometimes when  
8 we're involved in the rate setting  
9 process we get used to talking about  
10 customers generally. The customers this,  
11 the customers that, the impact on the  
12 customers. But it's very important to  
13 put a face on that term and see that.

14           As I'm sure that the  
15 participants can tell you, I'm always  
16 saying to them, at the end of the day  
17 these are real people. We have to keep  
18 that in mind. And that's why these  
19 public hearings are really important.

20           And it's really good that you  
21 took the time to participate. Because it  
22 is, it's true everybody is a real person  
23 and they have family commitments, we have  
24 all been impacted by the current pandemic

1 and it's important to know that you're  
2 not going to be treated poorly as a  
3 result of this process.

4           So in terms of this particular  
5 hearing, I think you obviously are aware  
6 of it. People have signed up. And I  
7 will take people in order of  
8 registration. And there will probably be  
9 time, if you haven't registered but want  
10 to make a comment, we will accommodate  
11 that. But you can also send an e-mail or  
12 a letter to the Rate Board with your  
13 concerns. And I promise you that I will  
14 read everything that anybody submits.  
15 And these e-mails and letters also will  
16 be posted on the Rate Board's website.

17           When it's your turn, I will say  
18 your name and Steven will unmute your  
19 microphone. I'm not sure of the process  
20 if you haven't registered, but we'll work  
21 that out in terms of proceeding in an  
22 orderly fashion so that everybody has a  
23 chance to give a statement if they wish  
24 to.

1           You may not wish to. You may  
2 wish to register -- you may want to think  
3 about it and just register for another  
4 session, that's fine too. There are lots  
5 of options and we're very interested in  
6 hearing from you.

7           When it's your turn I will ask  
8 you to give and spell your name for the  
9 record, give your address and whether you  
10 are appearing on behalf of a group.

11           I'm also going to ask you how  
12 did you hear about this. Did you get an  
13 e-mail? Did you see it on the website?  
14 Did you see it in the newspaper? Was it  
15 word of mouth from somebody? We're very  
16 interested in making sure that there is  
17 maximum outreach so that people are aware  
18 of it. And any help you can give us, we  
19 appreciate.

20           I'm going to ask you to confine  
21 your remarks, though, to the issue which  
22 is the proposed rates. As Glen  
23 indicated, if you have a particular  
24 service or billing issue, that's fine, we

1 can direct you to the company and they  
2 can get your contact information and  
3 resolve it for you. But that's not  
4 really the purpose of this. And you  
5 don't want to put your personal  
6 information out in the public record  
7 anyway. But please try and talk just  
8 about the rate increase and how it will  
9 impact you and what your suggestions are  
10 for the company.

11 After you've given your  
12 statement, and I'm not going to impose a  
13 time limit unless it looks like we are  
14 going to have a time crunch, but I will  
15 ask you to keep it brief and on point, I  
16 will ask the participants if they have  
17 questions for you. This is not  
18 litigation. This is not  
19 cross-examination. It's just questions  
20 to clarify what you have told us.

21 When you're finished you're  
22 welcome to stay and listen to the rest of  
23 it. You certainly don't have to. You  
24 can leave at any time.



1           And I do want to make a  
2 statement on my own behalf which is that  
3 there is nobody in Pennsylvania who knows  
4 more about utility regulation than I do,  
5 Marcy Chestnut. I was an Administrative  
6 Law Judge with the Public Utility  
7 Commission for over 25 years. I  
8 conducted thousands of cases, a lot of  
9 rate cases. So I know about how to do  
10 rate cases and how utilities should be  
11 run and what rates -- how rates are set.  
12 And I also did thousands of ability to  
13 pay cases. So I know what it's like to  
14 work with individual customers. In fact,  
15 after I retired from the Commission they  
16 asked me to stay on for another year and  
17 help with the inability to pay backlog,  
18 which I did.

19           I have done all kinds of cases,  
20 all kinds of utilities. I have done  
21 these cases in every part of the state.  
22 So I really do have a very good  
23 understanding of the rates and the rate  
24 making process.

1           And before I became an ALJ I  
2 had ten years of actual practice with the  
3 Commission I also spent representing the  
4 public interests. I spent a couple years  
5 with the Office of Consumer Advocate  
6 representing residential interests.

7           After I retired I did a little  
8 work for utilities, mainly customer  
9 service training and issues. So I really  
10 do understand about how to balance  
11 interests and how to produce a result.  
12 How to conduct an equitable and fair  
13 process to produce a result that is  
14 equitable and fair.

15           But one point I want you all to  
16 remember is that you're all on the same  
17 side here. It's not customers versus the  
18 Water Department. The Water Department  
19 wants the same thing customers want,  
20 which is affordable rates.

21           And I may be speaking out of  
22 hand here, because I'm assuming that the  
23 utility doesn't want you not to be able  
24 to afford to pay for your service. They

1 spend a lot of money on collections and  
2 terminations. And I'm sure they would  
3 rather have that money go directly to  
4 service to you.

5 As a customer, you want your  
6 rates low and affordable, but you also  
7 want to have reasonable service. And  
8 that does require a certain amount of  
9 money.

10 So I don't want you to think of  
11 this as litigation or a kind of  
12 adversarial process where there are two  
13 competing interests because there isn't.  
14 This is more of a collaboration where we  
15 should be working together to find a  
16 result that gives the Department enough  
17 money to do its job and that makes the  
18 rates affordable for customers so they  
19 can pay their rates without it being a  
20 hardship.

21 So I'd just like you to keep  
22 that in mind. But this is not  
23 adversarial and we should be trying to  
24 work together to come up with a result

1 that really is in everybody's interests.  
2 And of course there will be some  
3 disagreement on that. There is a range  
4 of where those rates should be, but it's  
5 a pretty narrow range. And I'm hopeful  
6 that we can get there.

7 Okay. Does anybody want to  
8 make any comment before we get started on  
9 actually hearing from customers?

10 Mr. Dasent or Ms. Scott or any of the  
11 participants?

12 MR. DASENT: Nothing from us at  
13 the Water Department. We just want to  
14 hear the customers.

15 MS. SCOTT: Nothing from the  
16 Public Advocate as well.

17 HEARING OFFICER CHESTNUT: I  
18 think if somebody needs to be unmuted,  
19 probably the best thing would be to raise  
20 your hand and Steven can take care of  
21 that.

22 Steven.

23 MR. LIANG: Yep. The first  
24 person that registered, I believe, was

1 Tammie Murphy. I will be unmuting her or  
2 asking her to unmute.

3 HEARING OFFICER CHESTNUT: Ms.  
4 Murphy, I see you there.

5 MS. MURPHY: Hi.

6 HEARING OFFICER CHESTNUT: Ms.  
7 Murphy, please give and spell your name  
8 for the record, please?

9 MS. MURPHY: Sure. T-A-M-M-Y,  
10 M-U-R-P-H-Y.

11 HEARING OFFICER CHESTNUT: And  
12 your address?

13 MS. MURPHY: 3424 Ainslie  
14 Street, A-I-N-S-L-I-E.

15 HEARING OFFICER CHESTNUT: Is  
16 that Philadelphia?

17 MS. MURPHY: Yes, 19129.

18 HEARING OFFICER CHESTNUT: And  
19 are you appearing on your own behalf or a  
20 group?

21 MS. MURPHY: I'm appearing on  
22 my own.

23 HEARING OFFICER CHESTNUT: And  
24 how did you hear about this?

1 MS. MURPHY: I think I heard  
2 about it multiple ways. One of the ways  
3 was through a group called Penn Future,  
4 and the other way was through Community  
5 Legal Services.

6 HEARING OFFICER CHESTNUT: Okay  
7 great. Do you want to go ahead, Tammie,  
8 and give us your thoughts?

9 MS. MURPHY: Sure. I mean, as  
10 a parent I think that like on average  
11 income here or even below average income  
12 \$140 a month is really like the  
13 difference of a family being able to get  
14 their groceries or not get their  
15 groceries. You know, a lot of people  
16 have like food security issues. It's not  
17 that they don't eat at all, it's that  
18 they run out of food before the next  
19 month comes and an additional \$140 is too  
20 much. I mean, honestly it's just too  
21 much for a lot of families that are  
22 already struggling as they are. To add  
23 \$140 is to put them over the breaking  
24 point. And I think there's too many

1 people in Philadelphia who would reach  
2 that breaking point with an additional  
3 \$140.

4           And I would like to know -- I  
5 haven't had time to study your website,  
6 that's, you know, in addition to  
7 everything else that I'm doing, it's not  
8 something I've had time to do, but I'd  
9 like to know if you did a needs  
10 assessment to see whether you need to do  
11 this increase. And if you did an  
12 alternative options assessment to see  
13 what other options there are other than  
14 raising rates on residents.

15           HEARING OFFICER CHESTNUT: Is  
16 that it?

17           MS. MURPHY: That's all.  
18 That's my question, yep.

19           HEARING OFFICER CHESTNUT: Your  
20 question is a good one and it's why we're  
21 here. We are here to examine whether the  
22 company utility needs that money and if  
23 that's the best way to deal with their  
24 needs, that's exactly what --

1 MS. MURPHY: That's not for  
2 customers to answer. Customers can't  
3 answer whether you need that to function  
4 as an agency or not. And we don't have  
5 the opportunity, nor the expertise to  
6 understand what the alternative options  
7 of funding are. That's not something  
8 that I'm fit to answer. So that's  
9 something I'm asking if your agency has  
10 done a needs assessment and like an  
11 alternative analysis.

12 HEARING OFFICER CHESTNUT: Ms.  
13 Scott, you want to jump in here?

14 Because, Ms. Murphy, the Public  
15 Advocate is here to do exactly what you  
16 just said, which is to represent the  
17 interests of customers. They have a  
18 budget. They have retained experts. And  
19 they examined the utility's filing, which  
20 we don't expect individual people to do.  
21 But they're doing it on your behalf.

22 Ms. Scott, did you want to say  
23 something here?

24 MS. SCOTT: Right. So I will



1 jump in. I will echo what Ms. Chestnut  
2 has said. The Public Advocate has been  
3 hired to represent the interests of  
4 residential and small commercial  
5 customers. And we have hired a team of  
6 experts who are looking extensively into  
7 the Water Department's filing and are  
8 going to be giving their suggestions. We  
9 have testimony that's due this upcoming  
10 Monday.

11 And I do want to note, you  
12 mentioned that there would be \$140, I  
13 believe you said on a monthly basis. And  
14 I think that number comes from my initial  
15 opening statement. I did say that that  
16 would be \$140 on a yearly basis on  
17 average.

18 HEARING OFFICER CHESTNUT: Does  
19 anybody have any questions then for  
20 Ms. Murphy?

21 MR. HAVER: I do, Your Honor.

22 HEARING OFFICER CHESTNUT: Mr.  
23 Haver.

24 MR. HAVER: Yes. I was

1 wondering if you, Ms. Murphy, would  
2 support the Water Department looking at  
3 how it could set aside the rate increase  
4 by using the money that was just put in  
5 the American Recovery Plan Act, if you  
6 would support the Water Department not  
7 raising rates until it could see how much  
8 it could get from the \$350 billion that's  
9 been set aside to help public water  
10 utilities?

11 MS. MURPHY: Yeah, I think that  
12 makes a lot of sense if that money is  
13 potentially available. I think that  
14 delaying it and using that money would be  
15 better. It's certainly a better use of  
16 our federal funding than, you know, lots  
17 of handouts that we have been giving to  
18 other industries like airlines and oil  
19 and gas industry. If it's an option,  
20 yes, please.

21 HEARING OFFICER CHESTNUT: And  
22 anybody else?

23 Okay.

24 MS. MURPHY: I guess the

1 question that I have --

2 HEARING OFFICER CHESTNUT: And  
3 thank you, Ms. Murphy. We appreciate  
4 your time.

5 MS. MURPHY: I really don't  
6 think the question that I have is  
7 answered. I mean, what are the  
8 alternatives beside the one that was just  
9 offered? Are there other alternatives?

10 HEARING OFFICER CHESTNUT: We  
11 are not going to go into those kind of  
12 details. That's not the purpose of this.  
13 But I would suggest that you contact the  
14 Public Advocate and they can tell you  
15 what they're looking at. Or if you want  
16 to wait until next week, you can read the  
17 Public Advocate's testimony and that will  
18 tell you what their proposal is. Okay?

19 Steven, is there another  
20 person?

21 MR. LIANG: The next person was  
22 Juliana Martel.

23 HEARING OFFICER CHESTNUT: Yes.

24 MR. LIANG: She doesn't seem to

1 have joined the hearing.

2 HEARING OFFICER CHESTNUT: Ms.

3 Martel, are you here? Can you raise your  
4 hand if you are or indicate?

5 Okay. No answer. Then we'll  
6 get back to her then and see, maybe she  
7 will join later.

8 Steven.

9 MR. LIANG: Those were our only  
10 two registered individuals. So now I  
11 think we can open it up to anyone that  
12 wants to speak.

13 HEARING OFFICER CHESTNUT: Does  
14 somebody else want to speak? If so,  
15 raise your hand.

16 All right, Ms. Woolford, Steven  
17 can unmute you.

18 MR. LIANG: What was her first  
19 name?

20 MR. DASENT: Sallie Denise  
21 Woolford.

22 HEARING OFFICER CHESTNUT: Hang  
23 on.

24 MS. WOOLFORD: Yes, hi.

1 HEARING OFFICER CHESTNUT: Ms.  
2 Woolford, hold on a second, let me get  
3 you logged in here.

4 Could you please state and  
5 spell your name for the record?

6 MS. WOOLFORD: S-A-L-L-I-E,  
7 W-O-O-L-F-O-R-D, Woolford.

8 HEARING OFFICER CHESTNUT: And  
9 your address, please?

10 MS. WOOLFORD: My real name is  
11 Denesta Smith.

12 HEARING OFFICER CHESTNUT: You  
13 can use whatever name you want to here,  
14 whatever -- however you want us to list  
15 you.

16 MS. WOOLFORD: I'm using  
17 Sallie's iPad to get online.

18 HEARING OFFICER CHESTNUT: Oh.

19 MS. WOOLFORD: Yeah, because I  
20 think this meeting is very important  
21 because --

22 HEARING OFFICER CHESTNUT: And  
23 before you do that, could you hold up  
24 just a second?

1                   So what name should I use for  
2    you?

3                   MS. SMITH:   Denesta Smith.

4                   HEARING OFFICER CHESTNUT:   And  
5    could you spell that, please?

6                   MS. SMITH:   D-E-N-E-S-T-A,  
7    Smith, S-M-I-T-H.

8                   HEARING OFFICER CHESTNUT:   And  
9    your address, please?

10                  MS. SMITH:   1341 Colwyn Street,  
11    C-O-L-W-Y-N.

12                  HEARING OFFICER CHESTNUT:   And  
13    that's Philadelphia?

14                  MS. SMITH:   Well --

15                  HEARING OFFICER CHESTNUT:   Is  
16    that Philadelphia?

17                  MS. SMITH:   Yes, Philadelphia,  
18    Pennsylvania, 19140.

19                  HEARING OFFICER CHESTNUT:   And  
20    how did you hear about this, Ms. Smith?

21                  MS. SMITH:   Wydia Gardner told  
22    me about it, which is my neighbor in back  
23    of me.  She told me about it.  And I just  
24    feel like it's time for us as a people to

1 start speaking out. Because we can't  
2 afford to pay for the pandemic that has  
3 happened. And we didn't bring the  
4 disease in our country. So whoever did  
5 these things should be the ones that have  
6 to pay for the high cost of our water  
7 bill.

8           And I also been ripped off from  
9 the water company. I had to make a loan  
10 for a leak I had in the middle of my  
11 street. And they charged me \$4,500. How  
12 could I afford that on making \$20,000 a  
13 year?

14           So I felt like I have been  
15 ripped off. Because, I mean, it  
16 wasn't -- and I had to take a loan out.  
17 And they didn't put my cement back on my  
18 property. And what happened, it started  
19 to crack. So I called the Water  
20 Department. They treated me nasty. And  
21 they said they wasn't coming out to fix  
22 it, I was over the statute of  
23 limitations.

24           You know, when I saw this, the

1 sink, I thought in my mind that it wasn't  
2 going to go any further. But it kept  
3 sinking and sinking every time it rained  
4 or snowed. So when I complained about  
5 it, they didn't help me. And every time  
6 I went to a higher part of the  
7 Department, they treated me like, oh, we  
8 don't have nothing to do with  
9 Pennsylvania. And, you know, so I felt  
10 completely ripped off.

11 Plus, I paid my bill every  
12 month. Never missed a month. So I can't  
13 understand why was I treated like that  
14 and why was it allowed? I spoke to a lot  
15 of people within this company and nobody  
16 wanted to help me.

17 HEARING OFFICER CHESTNUT: I'm  
18 sure the company people here will take  
19 that, what you said, to heart and will  
20 try to --

21 MS. SMITH: And I paid the loan  
22 off, but it was a struggle. You know, I  
23 had to go without some things to pay this  
24 loan off. And it just was a struggle.



1 PARTICIPANT: So it's not fair  
2 for them to increase more money when  
3 people pay their bills anyway, you know.

4 MS. SMITH: It just isn't fair  
5 to pay more money. I felt like I already  
6 paid.

7 HEARING OFFICER CHESTNUT: Okay  
8 thank you.

9 Does anybody have any questions  
10 for Ms. Smith?

11 MR. DASENT: Judge Chestnut?

12 HEARING OFFICER CHESTNUT: Yes.

13 MR. DASENT: If I could, I'd  
14 like to reach out to Ms. Woolford. And  
15 if you'll go in the chat and leave me  
16 your contact information -- I have your  
17 address -- but I'd like to get your phone  
18 number and see if we can follow up  
19 because --

20 MS. SMITH: Okay.

21 MR. DASENT: -- we want to  
22 treat our customers well. And I'm sorry  
23 to hear what you have been through. Was  
24 that a HELP loan also?

1 MS. SMITH: Yes, that's what it  
2 was.

3 HEARING OFFICER CHESTNUT: And,  
4 Steven, can you break them in a breakout  
5 room so they can exchange information?

6 MR. DASENT: Thank you.

7 MS. SMITH: Thank you.

8 HEARING OFFICER CHESTNUT: Ms.  
9 Smith, we are going to put you directly  
10 with the company so they can get your  
11 information to follow up on this.

12 MS. SMITH: Okay, thank you.

13 HEARING OFFICER CHESTNUT: Yes,  
14 sure, thank you.

15 Okay. While that's going on,  
16 Ms. Lasker, I see you have your hand up,  
17 do you want to make a comment?

18 Steven, wait, wait, wait. Hold  
19 on.

20 MR. LIANG: I'm asking her to  
21 unmute.

22 MS. LASKER: Now you can hear  
23 me?

24 HEARING OFFICER CHESTNUT: Yes,

1 now we can hear you. Did you want to  
2 make a statement?

3 MS. LASKER: Yes, I would.

4 HEARING OFFICER CHESTNUT: Okay  
5 first off then can you please state and  
6 spell your name for the record?

7 MS. LASKER: My name is  
8 Katherine, K-A-T-H-E-R-I-N-E, Lasker,  
9 L-A-S-K-E-R.

10 HEARING OFFICER CHESTNUT: And  
11 your address, please?

12 MS. LASKER: 815 Magee, that's  
13 M-A-G-E-E Avenue, Philadelphia.

14 HEARING OFFICER CHESTNUT: And  
15 the zip?

16 MS. LASKER: 19111.

17 HEARING OFFICER CHESTNUT: And  
18 how did you hear about this?

19 MS. LASKER: I got a direct  
20 e-mail from the Department.

21 HEARING OFFICER CHESTNUT: Okay  
22 great. Is Mr. Dasent back yet or is he  
23 here? I can't see.

24 MR. LIANG: I don't believe

1 he's back yet.

2 HEARING OFFICER CHESTNUT: I  
3 think he should listen to what it is you  
4 have to say.

5 Mr. Abrams, you can take care  
6 of Ms. Smith now so that Mr. Dasent could  
7 rejoin us.

8 MR. ABRAMS: Yes.

9 I don't know, Steven, if it's  
10 possible to put me into the breakout room  
11 so that Mr. Dasent can come out?

12 MR. LIANG: Just one second,  
13 I'm trying to.

14 Okay, he entered the room.

15 HEARING OFFICER CHESTNUT: Are  
16 we still waiting for Sonny? I mean, not  
17 for Sonny, for Andre, excuse me.

18 Okay. Great. Ms. Lasker,  
19 sorry for the delay but I'm sure you  
20 wanted the company attorney to hear what  
21 it is you want to say.

22 MS. LASKER: So recently I have  
23 been getting correspondence from City  
24 Council suggesting that I give my money

1 away to a private water department, the  
2 American Water organization, I forget  
3 their exact name, suggesting I purchase  
4 insurance from them. And I've gotten  
5 this directly from members of the City  
6 Council.

7           So my first part is, what is  
8 the relationship with City Council or the  
9 Water Department with this private  
10 for-profit water company? The other part  
11 of that is, if you have Philadelphia  
12 citizens giving away their money every  
13 month to an organization, a corporation,  
14 and now you're telling us you don't have  
15 enough money, it seems that the answer to  
16 that is you provide the insurance and you  
17 collect the money and then you won't be  
18 out of money.

19           So I don't understand the  
20 relationship between these two, why  
21 you're advocating for a private  
22 corporation. And I feel that this is a  
23 way you can solve your money problems.

24           HEARING OFFICER CHESTNUT: Mr.

1 Dasent, you want to make a brief  
2 statement about the aspect of the  
3 insurance aspect? I'm sure other people  
4 have that question too.

5 Steven, you're going to have to  
6 unmute him first.

7 MR. DASENT: I'm not absolutely  
8 sure of the insurance company you're  
9 referring to. I do see ads from time to  
10 time of independent insurance companies  
11 that want to insure you against any loss  
12 with a water main -- with a service line  
13 break.

14 MS. LASKER: But that's not an  
15 insurance company, it's the water  
16 company, it's one of the biggest private  
17 water companies. And they have a  
18 warranty, a sideshow, a warranty, and  
19 they're collecting about \$10 a month from  
20 every customer.

21 Now, that's a significant  
22 amount of money. And so if the Water  
23 Department was collecting that money,  
24 there could be a significant difference

1 to your budget.

2 HEARING OFFICER CHESTNUT: Let  
3 me make clear, what this is, this is an  
4 insurance policy for the part of the  
5 system that's owned by you that you would  
6 be responsible for repairing. I don't  
7 think it has anything to do with the  
8 Water Department, does it?

9 MS. LASKER: They're the ones  
10 that are issuing it.

11 HEARING OFFICER CHESTNUT: Not  
12 the Water Department.

13 MS. LASKER: No, but City  
14 Council has been advocating that we give  
15 away our money, they're telling us to  
16 purchase this insurance.

17 HEARING OFFICER CHESTNUT: Then  
18 I think you need to raise it with your  
19 council person, why they are promoting  
20 that particular --

21 MS. LASKER: It's the  
22 relationship between what the Water  
23 Department is doing and what City Council  
24 is doing.

1           MR. DASENT: Well, I think I  
2 would have to take that as a written  
3 question and respond to you. And  
4 basically you want to find out the  
5 relationship between this private  
6 insurance company and the City with  
7 respect to repairs to service lines and  
8 the sorts of repairs you would do to your  
9 home?

10           You know we have a HELP loan  
11 program that handles repairs to service  
12 lines and other home repairs at zero  
13 interest. So just recognize that that's  
14 out there as an alternative. But I will  
15 investigate.

16           MS. LASKER: That's not --  
17 offer me -- I'm not concerned, I don't  
18 need the money, right. But offering me a  
19 zero interest loan still means I'm paying  
20 for it. Meanwhile, my neighbor is giving  
21 this private for-profit company \$10 a  
22 month. And my neighbor doesn't need the  
23 repair. So this is a highly profitable  
24 enterprise.



1 HEARING OFFICER CHESTNUT: Ms.  
2 Lasker, we really need to focus on the  
3 issues here which is, again, the pending  
4 rate increase. I understand your concern  
5 about City Council's involvement in  
6 pushing a private insurance company, but  
7 that really just isn't anything we can  
8 get to here.

9 Mr. Dasent has offered you some  
10 information that you convey to your  
11 neighbors about how to deal with problems  
12 on their lines. But I'm not sure we can  
13 get much further than what you have  
14 already raised here, okay?

15 MS. SCOTT: Ms. Chestnut, would  
16 you mind if I jump in real quickly?

17 HEARING OFFICER CHESTNUT: No,  
18 sure.

19 MS. SCOTT: I'm wondering,  
20 Ms. Lasker, if you're talking about the  
21 Philadelphia Energy Authority's program,  
22 American Water Resources that insures  
23 customers' lines?

24 MS. LASKER: This is the

1 American Water Company. It's a private  
2 company. If you look Google them, they  
3 control water departments around the  
4 country. And they have an extremely poor  
5 reputation.

6 MS. SAMUELS: So, I'm sorry,  
7 this is Charlene Samuels from  
8 Councilwoman Gym's office.

9 So Ms. Scott is right, the  
10 program that you're talking about is  
11 American Water Resources, which is a  
12 program that was started by the City  
13 Council through the Philadelphia Energy  
14 Authority to help water customers -- to  
15 help homeowners really who when they have  
16 an issue with their sewage, or not the  
17 sewage, the pipes from the, I believe  
18 it's from the curb to the street or from  
19 the whatever.

20 MR. DASENT: That's correct.

21 MS. SAMUELS: Yeah, for you to  
22 have that fixed because it's the  
23 homeowner's responsibility to get it  
24 fixed. But what Ms. Chestnut is saying,

1 yes, the Water Department also has the  
2 HELP loan. So you have two choices, you  
3 could either get that low interest HELP  
4 loan or you can go through American Water  
5 Resources to pay that \$10 a month so when  
6 this happens, because most people are not  
7 sitting on five, six, \$7,000 for a repair  
8 like that when these pipes, which are  
9 old, right, just start to go bad, right.  
10 So that's what that program is.

11 So the City of Philadelphia,  
12 City Council was only, you know, offered  
13 this to help homeowners, not to hinder  
14 them, but to help them. Because they  
15 were hearing so many people who had this  
16 issue, right, and people who could not  
17 afford to get their, you know, this  
18 fixed. Because once you have an issue  
19 like this the water is shut off. So it's  
20 a whole lot of things that happens. And  
21 you have to get it fixed.

22 So that's what that program is.  
23 It's two different programs. So, yes,  
24 the HELP loan under the Water Department,

1 which will help you get your pipes fixed.

2 But then if you don't want that, you can  
3 go to the American Water Resource people.

4 MS. LASKER: Well, I completely  
5 understand that. I'm aware of what you  
6 just said. That's not my question. I'm  
7 looking at your budget. I'm looking at  
8 you're saying you don't have enough money  
9 and then you're advocating for the water  
10 customers to give away their money to a  
11 different company, whereas you could be  
12 collecting that money. That's what I'm  
13 talking about.

14 HEARING OFFICER CHESTNUT: Ms.  
15 Lasker, I think, you know, you have to  
16 understand that the Water -- we're  
17 talking facilities that are owned and  
18 maintained by the Water Department and  
19 facilities that are your responsibility  
20 as the customer. And we're talking two  
21 different things here.

22 MS. LASKER: I understand the  
23 difference. I completely understand.

24 HEARING OFFICER CHESTNUT: Then

1 I really don't see that there's any point  
2 in continuing to talk about this.

3 There's not really much that can be said  
4 about it.

5 MS. LASKER: Well, you can  
6 consider doing what the gas company does,  
7 which is also a municipal organization.  
8 And they offer you a warranty and you  
9 give your money back to the Philadelphia  
10 group, not to a private corporation.  
11 They repair things and you buy a warranty  
12 directly from them. And since -- the  
13 Water Department could do the exact same  
14 thing as the gas company does, and they  
15 keep the money.

16 HEARING OFFICER CHESTNUT: Okay  
17 thank you very much, Ms. Lasker, we  
18 appreciate your comments.

19 MS. PRICE: Judge Chestnut,  
20 this is Joline Price, also with the  
21 Public Advocate.

22 HEARING OFFICER CHESTNUT: Yes.

23 MS. PRICE: I think Ms. Lasker  
24 clarified her question, but I think her

1 question is, why isn't the Water  
2 Department running the program that  
3 American Water Resources is running? And  
4 has the Water Department looked at  
5 whether that would help their budget?

6 MS. LASKER: Right, yes.

7 HEARING OFFICER CHESTNUT: I  
8 don't know, Mr. Dasent, is there an  
9 answer to this? Isn't the Water  
10 Department's response to give the HELP  
11 loan program?

12 MR. DASENT: We can give you a  
13 response. The HELP loan program is our  
14 option to proceed to help customers. But  
15 I can also go back to the company and get  
16 a more detailed response so that  
17 Ms. Lasker will be satisfied that we've  
18 taken into consideration her various  
19 comments. And we thank you for that.

20 HEARING OFFICER CHESTNUT: Ms.  
21 Lasker, okay?

22 MR. DASENT: I will probably  
23 need an e-mail address, Ms. Lasker. And  
24 if you share either with Glen Abrams or

1 myself that e-mail address, or I can get  
2 it from Steven possibly.

3 MS. LASKER: I can give it to  
4 you now if you want it.

5 MR. DASENT: Okay.

6 MS. LASKER: My first initial  
7 and my last name, K-L-A-S-K-E-R  
8 @verizon.net.

9 MR. DASENT: Great. Thank you  
10 very much. We will get back to you.

11 HEARING OFFICER CHESTNUT: Okay  
12 great. Anybody else wish to participate?  
13 If so, please raise your hand.

14 It looks like nobody else has  
15 indicated they wish to make a statement  
16 at this time.

17 MR. HAVER: Could I ask a  
18 housekeeping question, ma'am?

19 HEARING OFFICER CHESTNUT: Yes.

20 MR. HAVER: So I filed a motion  
21 asking for a continuance. I understand  
22 that the Department wants some more time.  
23 I'm trying to decide if I should complete  
24 my testimony that's due on Monday?

1 HEARING OFFICER CHESTNUT: Your  
2 motion hasn't been granted, so yes.

3 MR. HAVER: Right. So I'm just  
4 wondering about the timeline, if the  
5 Water Department could let me know when  
6 they think they might have an opportunity  
7 to respond?

8 MR. DASENT: We are working on  
9 a response right now. And I imagine if I  
10 write it tomorrow, because I just  
11 sketched it out, I think you served it  
12 last night?

13 MR. HAVER: Unlike my normal  
14 complaints, I'm not complaining, I'm just  
15 trying to understand what the timeline  
16 is.

17 MR. DASENT: Let's plan on  
18 Friday. I know I can meet that deadline  
19 and I'll try to beat that.

20 MR. HAVER: So, Ms. Chestnut,  
21 you said please call you that rather than  
22 Your Honor, you don't see any way that  
23 this is going to be resolved until after  
24 the deadline; is that correct?



1 HEARING OFFICER CHESTNUT: Yes.

2 MR. HAVER: Okay, thank you.

3 HEARING OFFICER CHESTNUT: I  
4 do, I don't think it's fair.

5 MR. HAVER: I wasn't debating  
6 the issue, just trying to get the  
7 timeline so I knew how to respond, that's  
8 all. Thank you.

9 HEARING OFFICER CHESTNUT: Does  
10 anybody have anything else then before we  
11 adjourn and reconvene at 6 o'clock  
12 tonight?

13 (No response.)

14 HEARING OFFICER CHESTNUT: I  
15 want to thank everybody. I was very  
16 nervous about this. This is the first  
17 time I've ever done a Zoom hearing. And  
18 I am not a tech person. I'm one of these  
19 old people, older people. So thank you  
20 very much. And I think it went pretty  
21 smoothly. But if you have suggestions to  
22 improve the process, that would be great.

23 I do want to make it as  
24 efficient and fair for everybody as

1 possible without being burdensome. But I  
2 do want to especially thank Steven for  
3 making this all work.

4 Anything else from you,  
5 Mr. Dasent?

6 MR. DASENT: Nothing further.  
7 Thank you also, Steven, I appreciate it.

8 HEARING OFFICER CHESTNUT: Ms.  
9 Scott?

10 MS. SCOTT: Nothing further  
11 from the Public Advocate.

12 Thank you all for  
13 participating.

14 HEARING OFFICER CHESTNUT: Mr.  
15 Abrams?

16 MR. ABRAMS: Nothing further  
17 from me, thank you.

18 MR. HAVER: Nothing further.

19 MS. SAMUELS: I'm sorry,  
20 Charlene Samuels again from Councilwoman  
21 Gym's office.

22 HEARING OFFICER CHESTNUT: Yes.

23 MS. SAMUELS: Were residents  
24 notified about these meetings like with

1 the water bill, did it come in --

2 HEARING OFFICER CHESTNUT: Why  
3 don't we take a minute, I'd like  
4 Mr. Dasent and Ms. Scott to put on the  
5 record the outreach efforts you made.

6 MS. SAMUELS: I appreciate that  
7 so I can pass it on to the Councilwoman.

8 HEARING OFFICER CHESTNUT: Of  
9 course.

10 MS. SAMUELS: Thank you.

11 MR. DASENT: Well, as explained  
12 at the recent Rate Board meeting, we were  
13 taking sort of a multi-faceted approach  
14 for outreach. And we've put ads in the  
15 Inquirer, Daily News, Al Dia, the Tribune  
16 beginning March 9th and March 10th. We  
17 did e-mail outreach through other various  
18 contacts. We have sort of an our cast  
19 group that we talk to all the time. We  
20 used social media. We worked with CLS  
21 with fliers. And we have done a lot of  
22 e-mail outreach.

23 And we had collaboration from  
24 Penn Future, I see, and others. As well

1 as articles in the Inquirer today. We  
2 will have radio spots also that will help  
3 with future outreach for future public  
4 input hearings that are coming up later  
5 in the week.

6 So we have done, including with  
7 social media, we have done significantly  
8 more than we have in the past. And we're  
9 hoping over time we will have greater and  
10 greater participation.

11 MS. SAMUELS: So nothing went  
12 through with the bills to folks to say to  
13 residents that we are having a meeting  
14 because we are proposing, and I'm  
15 thinking, what is that, a 16, 17 percent  
16 rate hike? I'm just saying, yeah --

17 MR. DASENT: We did actually  
18 tell folks that the rate increase was in  
19 progress. But to announce specific  
20 hearings on the short timeline, because  
21 when we set the schedule, the time  
22 between the setting the schedule and  
23 these hearings wasn't enough to allow to  
24 go through the full rotation of our

1 customers because mailings don't happen  
2 sort of instantly, it's sort of an  
3 old-fashioned way, they roll out through  
4 the postal service and the like.

5 Some things can be posted and  
6 were posted at the website. And also at  
7 the Rate Board website.

8 So folks are learning of what  
9 we're doing and we are doing our best to  
10 do the maximum outreach. And  
11 particularly with help from CLS, I  
12 thought we did quite a good job this  
13 time. But we're always seeking to  
14 improve.

15 MS. SAMUELS: Okay. Thank you.

16 MS. SCOTT: Yes, I echo that.  
17 We did reach out through the various  
18 channels that Mr. Dasent mentioned. And  
19 CLS also used our various social medias  
20 and our lists that a lot of our advocates  
21 at the organization have to also spread  
22 the word.

23 MR. DASENT: And the  
24 neighborhood energy centers were another

1 source that I think Rob and I were trying  
2 to utilize this time just to improve our  
3 outreach.

4 So we have done the job we are  
5 supposed to, but we're always trying to  
6 do better. So if you have other  
7 suggestions, we're listening.

8 MS. SAMUELS: Thank you so much  
9 for that.

10 So what is -- I think I saw  
11 where it says the date for these proposed  
12 hikes is September of this year, am I  
13 correct?

14 MR. DASENT: Yes, September 1,  
15 2021, yes.

16 MS. SAMUELS: And who is going  
17 to make the ultimate decision? Is that a  
18 decision -- like, you know, you have the  
19 PUC as it relates to PGW and PECO, right.  
20 Who makes that decision for the Water  
21 Department? Is this something you have  
22 to come --

23 HEARING OFFICER CHESTNUT: Ms.  
24 Samuels, there's an independent board

1 called the Water, Sewer and Storm

2 Water --

3 MS. SAMUELS: Water, say that  
4 again, Water?

5 MR. LIANG: Water, Sewer and  
6 Storm Water Rate Board.

7 MS. SAMUELS: Wait, wait.  
8 Water?

9 HEARING OFFICER CHESTNUT: Yes,  
10 Water, Sewer, Storm Water Rate Board.

11 MS. SAMUELS: Thanks.

12 So the independent folks will  
13 make the decision if it's going to go  
14 through?

15 HEARING OFFICER CHESTNUT: Yes.  
16 Ms. Samuels, I'm the Hearing Officer that  
17 the Rate Board has hired to oversee this  
18 process.

19 MS. SAMUELS: Got you.

20 HEARING OFFICER CHESTNUT: I  
21 will write a report for the Rate Board to  
22 consider before it makes its decision as  
23 to what to do with the Water Department's  
24 request.

1 MR. HAVER: Ms. Samuels, it's  
2 Lance Haver.

3 MS. SAMUELS: Hi, Lance.

4 MR. HAVER: How are you?

5 MS. SAMUELS: Fine. How are  
6 you?

7 MR. HAVER: Okay. So this is a  
8 relatively new process. In the bad old  
9 days the Water Commissioner ruled on his  
10 own rate request. That was changed by  
11 City Council. And City Council set up  
12 the independent board. The chairman of  
13 the Board who was on the Zoom conference,  
14 I don't know if he's still here.

15 MR. POPOWSKY: Still here.

16 MR. HAVER: Is a former public  
17 advocate for the State before the Public  
18 Utility Commission.

19 Ms. Chestnut is the reason why  
20 we don't face the problems that the Texas  
21 electric utility consumers face. I am  
22 not going to mention her age because that  
23 would be unfair. I can say she was  
24 retired.



1 HEARING OFFICER CHESTNUT: It's  
2 okay, you can say I'm old.

3 MR. HAVER: The process has  
4 been professionalized since the bad old  
5 days. The current hearing examiner is a  
6 professional who has proven time and time  
7 again that she is capable of  
8 understanding complex issues and making a  
9 fair recommendation.

10 And the Board has professionals  
11 on it representing different segments of  
12 our society. And they will make the  
13 final determination. Even though I don't  
14 think the rate increase is necessary, and  
15 I think there are ways to avoid it, it's  
16 clear that the process is fair and just.

17 MS. SAMUELS: So I hear that,  
18 Lance. But the thing is, is there  
19 anybody on that Board that lives here in  
20 the City of Philadelphia, in -- right, is  
21 anybody on the Board --

22 MR. HAVER: They all do.

23 HEARING OFFICER CHESTNUT: They  
24 all do.

1 MS. SAMUELS: All right. I  
2 just want to make sure.

3 MR. HAVER: The Council  
4 President wrote the bill, I was there  
5 when he wrote it. And I would be happy  
6 to talk with you off line.

7 MS. SAMUELS: Appreciate that.  
8 Thank you, Lance.

9 MR. HAVER: I didn't want to  
10 take up --

11 HEARING OFFICER CHESTNUT: Mr.  
12 Haver, thank you.

13 And, Ms. Samuels, you can reach  
14 out to Mr. Popowsky, I'm sure. He is the  
15 chairman of the Rate Board and would  
16 certainly be happy to address any  
17 questions you have as to the function of  
18 the Rate board and how it fulfills its  
19 responsibilities.

20 MS. SAMUELS: Right. Thank you  
21 so much, Ms. Chestnut, appreciate that.

22 HEARING OFFICER CHESTNUT: Is  
23 there anything else from anybody then  
24 before we adjourn?

1 MR. HAVER: Nothing more.

2 HEARING OFFICER CHESTNUT: And  
3 readjourn tonight at 6 o'clock then.

4 Thank you all, really. This  
5 went, I think, relatively smoothly and I  
6 appreciate it.

7 MR. HAVER: Thank you.

8 HEARING OFFICER CHESTNUT: We  
9 will get back together again at 6:00.  
10 Thank you.

11 MS. SAMUELS: Thank you. You  
12 all have a good day.

13 MR. DASENT: Thanks, you too.

14 - - -

15 (The hearing was concluded at  
16 1:54 p.m.)

17 - - -

18

19

20

21

22

23

24

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24

C E R T I F I C A T I O N

I, Kimberly A. Wilson, 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.

-----  
Kimberly A. Wilson, RMR, CRR,  
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.)

<b>A</b>	<b>advocates</b>	14:14 20:7 25:19 26:22	<b>Avenue</b> 35:13	10:14,22,22	<b>centers</b> 53:24	41:1,15,17	<b>coming</b> 31:21
<b>A-I-N-S-L-...</b>	53:20	33:9 47:12	<b>average</b> 9:17	11:1,17	<b>certain</b> 11:19	42:24 44:14	52:4
21:14	<b>advocating</b>	49:10 57:19	22:10,11	12:13,16	19:8	44:24 45:16	<b>comment</b>
<b>a.m</b> 7:23	37:21 39:14	57:21 58:23	25:17	13:2 14:12	<b>certainly</b>	45:19,22	14:10 20:8
<b>ability</b> 17:12	44:9	<b>anyway</b> 16:7	<b>avoid</b> 57:15	51:12 53:7	16:23 26:15	46:7,20	34:17
<b>able</b> 18:23	<b>Affairs</b> 3:18	33:3	<b>aware</b> 14:5	54:24 55:6	58:16	47:11,19	<b>comments</b>
22:13	<b>afford</b> 18:24	<b>apart</b> 12:8	15:17 44:5	55:10,17,21	<b>certification</b>	48:1,20	45:18 46:19
<b>Abrams</b> 3:17	31:2,12	<b>appearing</b>		56:12,13	60:19	49:1,3,9,14	<b>commercial</b>
3:24 4:2,4	43:17	15:10 21:19	<b>B</b>	57:10,19,21	<b>certify</b> 60:6	50:8,14,22	9:4 25:4
36:5,8	<b>affordable</b>	21:21	<b>back</b> 28:6	58:15,18	<b>certifying</b>	51:2,8	<b>Commission</b>
46:24 50:15	18:20 19:6	<b>apply</b> 7:16	30:22 31:17	<b>Board's</b> 3:4	60:23	54:23 55:9	17:7,15
50:16	19:18	60:20	35:22 36:1	12:20 14:16	<b>chairman</b>	55:15,20	18:3 56:18
<b>absolutely</b>	<b>afternoon</b> 2:3	<b>appointed</b>	45:9 46:15	<b>body</b> 2:13	11:1 56:12	56:19 57:1	<b>Commissio...</b>
38:7	4:3,8 8:22	9:1	47:10 59:9	<b>break</b> 34:4	58:15	57:23 58:11	56:9
<b>accessible</b>	<b>age</b> 56:22	<b>appreciate</b>	<b>backlog</b>	38:13	<b>chance</b> 2:7	58:21,22	<b>commitme...</b>
7:20	<b>agency</b> 24:4,9	8:12 15:19	17:17	<b>breaking</b>	14:23	59:2,8	13:23
<b>accommod...</b>	<b>aging</b> 6:1	27:3 45:18	<b>bad</b> 43:9 56:8	22:23 23:2	<b>changed</b>	<b>choices</b> 43:2	<b>Community</b>
14:10	<b>agree</b> 13:3	50:7 51:6	57:4	<b>breakout</b> 8:8	56:10	<b>citizens</b> 7:5	2:17 8:24
<b>accurately</b>	<b>agreed</b> 7:9	58:7,21	<b>balance</b>	34:4 36:10	<b>changes</b> 2:10	37:12	22:4
60:7	<b>ahead</b> 22:7	59:6	18:10	<b>breaks</b> 6:2	<b>channels</b>	<b>City</b> 10:3	<b>companies</b>
<b>act</b> 2:18 26:5	<b>Ainslie</b> 21:13	<b>approach</b>	<b>basically</b> 40:4	<b>brief</b> 3:19	53:18	36:23 37:5	38:10,17
<b>activities</b>	<b>airlines</b> 26:18	51:13	<b>basis</b> 25:13	16:15 38:1	<b>charged</b>	37:8 39:13	<b>company</b>
7:12	<b>AI</b> 51:15	<b>approves</b>	25:16	<b>bring</b> 31:3	31:11	39:23 40:6	12:4 16:1
<b>actual</b> 18:2	<b>ALJ</b> 18:1	4:15	<b>beat</b> 48:19	<b>budget</b> 24:18	<b>charges</b> 2:10	41:5 42:12	16:10 23:22
<b>add</b> 22:22	<b>allow</b> 52:23	<b>approxima...</b>	<b>beginning</b>	39:1 44:7	2:14	43:11,12	31:9 32:15
<b>addition</b> 23:6	<b>allowed</b> 9:11	4:21	4:21,23	46:5	<b>Charlene</b>	56:11,11	32:18 34:10
<b>additional</b>	32:14	<b>April</b> 7:11	51:16	<b>burdensome</b>	42:7 50:20	57:20	36:20 37:10
4:22 22:19	<b>alternative</b>	12:11,11	<b>behalf</b> 4:4	50:1	<b>chat</b> 8:6	<b>clarified</b>	38:8,15,16
23:2	23:12 24:6	15:10 17:2	8:19 11:11	<b>Bureau</b> 11:6	33:15	45:24	40:6,21
<b>address</b> 5:3	24:11 40:14	21:19 24:21	15:10 17:2	<b>buy</b> 45:11	<b>Chestnut</b>	<b>clarify</b> 16:20	41:6 42:1,2
15:9 21:12	<b>alternatives</b>	<b>believe</b> 20:24	21:19 24:21		1:14 2:2	<b>clean</b> 5:7	44:11 45:6
29:9 30:9	27:8,9	25:13 35:24	<b>believe</b> 20:24	<b>C</b> 60:2,2	8:16 10:19	<b>clear</b> 39:3	45:14 46:15
33:17 35:11	<b>American</b>	42:17	25:13 35:24	<b>C-O-L-W-...</b>	11:9 17:5	57:16	<b>competing</b>
46:23 47:1	26:5 37:2	<b>best</b> 12:23	42:17	30:11	20:17 21:3	<b>CLS</b> 9:1	19:13
58:16	41:22 42:1	20:19 23:23	<b>better</b> 12:23	<b>call</b> 48:21	21:6,11,15	51:20 53:11	<b>complained</b>
<b>adjourn</b>	42:11 43:4	53:9	20:19 23:23	<b>called</b> 22:3	21:18,23	53:19	32:4
49:11 58:24	44:3 46:3	<b>better</b> 26:15	<b>assessment</b>	31:19 55:1	22:6 23:15	<b>collaboration</b>	<b>complaining</b>
<b>Administra...</b>	<b>amount</b> 19:8	26:15 54:6	23:10,12	<b>calling</b> 7:21	23:19 24:12	19:14 51:23	48:14
17:5	38:22	<b>biggest</b> 38:16	24:10	<b>capable</b> 57:7	25:1,18,22	<b>collect</b> 37:17	<b>complaints</b>
<b>adopted</b>	<b>analysis</b> 9:8	<b>bill</b> 4:18 31:7	<b>assist</b> 7:18	<b>care</b> 20:20	26:21 27:2	<b>collecting</b>	48:14
11:21	24:11	32:11 51:1	<b>assistance</b>	36:5	27:10,23	38:19,23	<b>complete</b>
<b>ads</b> 38:9	<b>and-a-half</b>	58:4	7:1,4 8:3	<b>carefully</b> 3:9	28:2,13,22	44:12	47:23
51:14	9:15	<b>billing</b> 8:1	10:10	<b>case</b> 2:19	29:1,8,12	<b>collection</b>	<b>completely</b>
<b>adversarial</b>	<b>and/or</b> 60:22	11:10 15:24	<b>assuming</b>	3:15,22	29:18,22	11:11	32:10 44:4
19:12,23	<b>Andre</b> 3:24	<b>billion</b> 10:1	18:22	10:13 11:3	30:4,8,12	<b>collections</b>	44:23
<b>advocate</b>	36:17	26:8	<b>attorney</b> 8:23	11:18 12:19	30:15,19	19:1	<b>complex</b> 57:8
2:19 3:13	<b>announce</b>	10:17 33:3	36:20	12:22	32:17 33:7	<b>collects</b> 5:17	<b>comprehen...</b>
8:20 9:2	52:19	52:12	<b>Authority</b>	<b>cases</b> 17:8,9	33:11,12	<b>Colwyn</b>	7:1
18:5 20:16	<b>answer</b> 24:2	<b>block</b> 12:7	42:14	17:10,13,19	34:3,8,13	30:10	<b>concern</b> 41:4
24:15 25:2	24:3,8 28:5	<b>board</b> 1:2 2:6	<b>Authority's</b>	17:21	34:24 35:4	<b>come</b> 19:24	<b>concerned</b>
27:14 45:21	37:15 46:9	2:7,12,17	41:21	<b>cast</b> 51:18	35:10,14,17	36:11 51:1	40:17
50:11 56:17	<b>answered</b>	4:13,14 9:9	<b>available</b>	<b>caused</b> 2:24	35:21 36:2	54:22	<b>concerning</b>
<b>Advocate's</b>	27:7		<b>available</b>	<b>cement</b> 31:17	36:15 37:24	<b>comes</b> 22:19	10:23
27:17	<b>anybody</b>		26:13		39:2,11,17	25:14	<b>concerns</b>

9:18 14:13 <b>concluded</b> 59:15 <b>conduct</b> 2:15 18:12 <b>conducted</b> 2:21 3:2 17:8 <b>conference</b> 11:21 56:13 <b>confine</b> 15:20 <b>consider</b> 45:6 55:22 <b>considerati...</b> 46:18 <b>Consumer</b> 18:5 <b>consumers</b> 8:11 56:21 <b>contact</b> 8:5,9 16:2 27:13 33:16 <b>contacts</b> 51:18 <b>contained</b> 60:7 <b>continuance</b> 47:21 <b>continue</b> 5:5 5:10 6:18 11:24 <b>continues</b> 5:22 <b>continuing</b> 45:2 <b>control</b> 42:3 60:22 <b>convene</b> 3:20 <b>convey</b> 41:10 <b>conveyance</b> 6:9 <b>corporation</b> 37:13,22 45:10 <b>correct</b> 11:8 42:20 48:24 54:13 60:10 <b>correspond...</b> 36:23 <b>cost</b> 9:16 31:6 <b>costs</b> 9:24 <b>council</b> 36:24 37:6,8 39:14,19,23	42:13 43:12 56:11,11 58:3 <b>Council's</b> 41:5 <b>Councilwo...</b> 42:8 50:20 51:7 <b>count</b> 6:22 <b>country</b> 31:4 42:4 <b>couple</b> 18:4 <b>course</b> 20:2 51:9 <b>court</b> 3:5 60:16 <b>Covid</b> 2:24 <b>crack</b> 31:19 <b>critical</b> 5:23 6:10,16 <b>cross-exam...</b> 16:19 <b>CRR</b> 60:15 <b>crunch</b> 16:14 <b>cubic</b> 4:17 <b>curb</b> 42:18 <b>current</b> 5:4 6:20 13:24 57:5 <b>customer</b> 4:16 7:1 8:4 18:8 19:5 38:20 44:20 <b>customers</b> 2:8 3:11 6:4,20 7:2 7:10,13 9:4 13:10,10,11 13:12 17:14 18:17,19 19:18 20:9 20:14 24:2 24:2,17 25:5 33:22 42:14 44:10 46:14 53:1 <b>customers'</b> 41:23 <hr/> <b>D</b> <b>D-E-N-E-S...</b> 30:6 <b>Daily</b> 51:15	<b>Dasent</b> 3:16 3:17 4:1 11:8 20:10 20:12 28:20 33:11,13,21 34:6 35:22 36:6,11 38:1,7 40:1 41:9 42:20 <b>Departmen...</b> 46:8,12,22 47:5,9 48:8 48:17 50:5 50:6 51:4 51:11 52:17 53:18,23 54:14 59:13 <b>date</b> 12:17 54:11 <b>day</b> 13:16 59:12 <b>days</b> 56:9 57:5 <b>deadline</b> 48:18,24 <b>deal</b> 23:23 41:11 <b>debating</b> 49:5 <b>decide</b> 47:23 <b>decision</b> 10:23 54:17 54:18,20 55:13,22 <b>deficit</b> 5:4 <b>delay</b> 36:19 <b>delaying</b> 26:14 <b>deliberations</b> 12:14 <b>delivered</b> 5:7 <b>Denesta</b> 29:11 30:3 <b>Denise</b> 28:20 <b>department</b> 2:9 3:12,18 3:19 4:5,11 4:24 5:15 5:22 6:24 7:8 9:13,21 10:4,8 11:12 12:15 18:18,18 19:16 20:13 26:2,6 31:20 32:7	35:20 37:1 37:9 38:23 39:8,12,23 43:1,24 44:18 45:13 46:2,4 47:22 48:5 54:21 <b>Departmen...</b> 4:15 5:4 9:7,19 10:16,24 25:7 46:10 55:23 <b>departments</b> 42:3 <b>detailed</b> 46:16 <b>details</b> 27:12 <b>determinat...</b> 9:10 57:13 <b>Dia</b> 51:15 <b>difference</b> 22:13 38:24 44:23 <b>different</b> 43:23 44:11 44:21 57:11 <b>difficult</b> 7:7 <b>difficulties</b> 7:19 <b>direct</b> 16:1 35:19 60:22 <b>directly</b> 2:7 13:2 19:3 34:9 37:5 45:12 <b>directs</b> 12:16 <b>disagreement</b> 20:3 <b>discount</b> 7:5 7:17 <b>discovery</b> 12:1 <b>discuss</b> 12:10 <b>disease</b> 31:4 <b>document</b> 12:19 <b>documents</b> 3:4 <b>doing</b> 23:7 24:21 39:23 39:24 45:6 53:9,9	<b>dollar</b> 5:16 <b>drinking</b> 6:8 <b>due</b> 2:23 25:9 47:24 <hr/> <b>E</b> <b>E</b> 60:2 <b>e-mail</b> 14:11 15:13 35:20 46:23 47:1 51:17,22 <b>e-mails</b> 14:15 <b>eat</b> 22:17 <b>echo</b> 25:1 53:16 <b>effective</b> 12:17 <b>efficient</b> 2:22 49:24 <b>efforts</b> 51:5 <b>either</b> 3:2 43:3 46:24 <b>electric</b> 56:21 <b>emergency</b> 2:24 <b>encourage</b> 7:16 <b>energy</b> 41:21 42:13 53:24 <b>enforcement</b> 7:12 <b>ensure</b> 2:20 6:17 <b>entered</b> 36:14 <b>enterprise</b> 40:24 <b>equitable</b> 18:12,14 <b>especially</b> 5:2 50:2 <b>essential</b> 5:11 <b>established</b> 2:13 <b>estimated</b> 9:24 <b>everybody</b> 2:3 13:22 14:22 49:15 49:24 <b>everybody's</b> 20:1 <b>evidence</b> 60:6 <b>exact</b> 37:3 45:13	<b>exactly</b> 23:24 24:15 <b>examination</b> 2:16 <b>examine</b> 9:6 23:21 <b>examined</b> 24:19 <b>examiner</b> 57:5 <b>exchange</b> 8:9 34:5 <b>excuse</b> 36:17 <b>expect</b> 24:20 <b>experiencing</b> 7:14 <b>expertise</b> 24:5 <b>experts</b> 9:6 24:18 25:6 <b>explained</b> 51:11 <b>extend</b> 7:9 <b>extending</b> 6:4 <b>extensively</b> 25:6 <b>extremely</b> 42:4 <hr/> <b>F</b> <b>F</b> 60:2 <b>face</b> 13:13 56:20,21 <b>facilities</b> 6:7 6:14 44:17 44:19 <b>fact</b> 17:14 <b>fair</b> 2:21 18:12,14 33:1,4 49:4 49:24 57:9 57:16 <b>families</b> 22:21 <b>family</b> 10:6 13:23 22:13 <b>fashion</b> 14:22 <b>federal</b> 26:16 <b>feel</b> 30:24 37:22 <b>feet</b> 4:17 <b>felt</b> 31:14 32:9 33:5 <b>filed</b> 4:11	47:20 <b>filing</b> 3:14 12:3 24:19 25:7 <b>final</b> 57:13 <b>financial</b> 5:4 7:15 <b>find</b> 19:15 40:4 <b>fine</b> 15:4,24 56:5 <b>finished</b> 16:21 <b>first</b> 4:7 20:23 28:18 35:5 37:7 38:6 47:6 49:16 <b>fiscal</b> 2:10 4:19,20 6:15 <b>fit</b> 24:8 <b>five</b> 43:7 <b>fix</b> 31:21 <b>fixed</b> 42:22 42:24 43:18 43:21 44:1 <b>flexible</b> 7:6 <b>fliers</b> 51:21 <b>focus</b> 41:2 <b>folks</b> 52:12 52:18 53:8 55:12 <b>follow</b> 33:18 34:11 <b>food</b> 22:16,18 <b>for-profit</b> 37:10 40:21 <b>foregoing</b> 60:9,19 <b>forget</b> 37:2 <b>former</b> 56:16 <b>forward</b> 8:14 <b>foundation</b> 5:12 <b>four</b> 2:4 <b>Friday</b> 7:22 48:18 <b>fulfills</b> 58:18 <b>full</b> 4:15 52:24 <b>fully</b> 60:7 <b>function</b> 8:6 24:3 58:17	<b>funding</b> 24:7 26:16 <b>funds</b> 10:2 <b>further</b> 32:2 41:13 50:6 50:10,16,18 <b>future</b> 6:20 22:3 51:24 52:3,3 <hr/> <b>G</b> <b>Gardner</b> 30:21 <b>gas</b> 26:19 45:6,14 <b>generally</b> 13:10 <b>getting</b> 36:23 <b>give</b> 2:6 3:13 8:18 11:14 12:15 14:23 15:8,9,18 21:7 22:8 36:24 39:14 44:10 45:9 46:10,12 47:3 <b>given</b> 16:11 <b>gives</b> 19:16 <b>giving</b> 3:19 25:8 26:17 37:12 40:20 <b>Glen</b> 3:17,23 4:4 15:22 46:24 <b>go</b> 19:3 22:7 27:11 32:2 32:23 33:15 43:4,9 44:3 46:15 52:24 55:13 <b>going</b> 10:2 12:1 14:2 15:11,20 16:12,14 25:8 27:11 32:2 34:9 34:15 38:5 48:23 54:16 55:13 56:22 <b>good</b> 2:2 4:3 8:22 13:20 17:22 23:20 53:12 59:12
---	---	--	--	---	--	--	---

<b>gotten</b> 37:4	9:20 10:14	52:4,20,23	<b>impartial</b>	34:11 41:10	<b>joining</b> 4:8	36:18,22	<b>long</b> 11:17
<b>government</b>	13:2 15:12	<b>heart</b> 32:19	2:22	<b>infrastruct...</b>	<b>Joline</b> 45:20	38:14 39:9	<b>look</b> 8:13
10:1	20:14 21:24	<b>HELD</b> 1:14	<b>important</b>	5:24 6:11	<b>Judge</b> 17:6	39:13,21	9:23 42:2
<b>granted</b> 48:2	30:20 33:23	<b>help</b> 7:15	10:12 13:1	<b>initial</b> 25:14	33:11 45:19	40:16 41:2	<b>looked</b> 46:4
<b>great</b> 22:7	34:22 35:1	10:9 15:18	13:12,19	47:6	<b>Juliana</b> 27:22	41:20,24	<b>looking</b> 25:6
35:22 36:18	35:18 36:20	17:17 26:9	14:1 29:20	<b>input</b> 52:4	<b>jump</b> 24:13	44:4,15,22	26:2 27:15
47:9,12	57:17	32:5,16	<b>Importantly</b>	<b>Inquirer</b>	25:1 41:16	45:5,17,23	44:7,7
49:22	<b>heard</b> 22:1	33:24 40:10	5:14	51:15 52:1	<b>June</b> 12:14	46:6,17,21	<b>looks</b> 16:13
<b>greater</b> 52:9	<b>hearing</b> 1:4	42:14,15	<b>impose</b> 16:12	<b>instantly</b> 53:2		46:23 47:3	47:14
52:10	1:14 2:2,20	43:2,3,13	<b>improve</b>	<b>instruct</b> 3:21	<b>K</b>	47:6	<b>loss</b> 38:11
<b>groceries</b>	2:21 3:7,10	43:14,24	49:22 53:14	<b>insurance</b>	<b>K-A-T-H-E...</b>	<b>Law</b> 17:6	<b>lot</b> 13:5 17:8
22:14,15	4:8 8:14,16	44:1 46:5	54:2	37:4,16	35:8	<b>leak</b> 31:10	19:1 22:15
<b>group</b> 11:5	10:19 11:9	46:10,13,14	<b>improveme...</b>	38:3,8,10	<b>K-L-A-S-K...</b>	<b>learning</b> 53:8	22:21 26:12
15:10 21:20	13:1 14:5	52:2 53:11	6:6	38:15 39:4	47:7	<b>leave</b> 16:24	32:14 43:20
22:3 45:10	15:6 20:9	<b>helps</b> 7:2	<b>improving</b>	39:16 40:6	<b>Katherine</b>	33:15	51:21 53:20
51:19	20:17 21:3	<b>hi</b> 21:5 28:24	6:7,8	41:6	35:8	<b>Legal</b> 2:18	<b>lots</b> 15:4
<b>guess</b> 12:2,4	21:6,11,15	56:3	<b>inability</b>	<b>insure</b> 38:11	<b>keep</b> 13:17	8:24 22:5	26:16
26:24	21:18,23	<b>high</b> 31:6	17:17	<b>insures</b> 41:22	16:15 19:21	<b>Let's</b> 48:17	<b>low</b> 7:2 19:6
<b>Gym's</b> 42:8	22:6 23:15	<b>higher</b> 13:4	<b>include</b> 11:4	<b>interest</b> 40:13	45:15	<b>letter</b> 14:12	43:3
50:21	23:19 24:12	32:6	<b>including</b>	40:19 43:3	<b>kept</b> 32:2	<b>letters</b> 14:15	<b>lower</b> 9:23
	25:18,22	<b>highlight</b>	5:24 7:3	<b>interested</b>	<b>Kimberly</b>	<b>LIANG</b>	
<b>H</b>	26:21 27:2	6:23	52:6	15:5,16	60:5,15	20:23 27:21	<b>M</b>
<b>hand</b> 18:22	27:10,23	<b>highly</b> 40:23	<b>income</b> 7:2	<b>interests</b> 9:3	<b>kind</b> 19:11	27:24 28:9	<b>M-A-G-E-E</b>
20:20 28:4	28:1,2,13	<b>hike</b> 52:16	22:11,11	18:4,6,11	27:11	28:18 34:20	35:13
28:15 34:16	28:22 29:1	<b>hikes</b> 54:12	<b>increase</b> 4:10	19:13 20:1	<b>kinds</b> 17:19	35:24 36:12	<b>M-U-R-P-...</b>
47:13	29:8,12,18	<b>hinder</b> 43:13	4:18 5:1,3	24:17 25:3	17:20	55:5	21:10
<b>handles</b>	29:22 30:4	<b>hired</b> 2:17	6:3 9:12	<b>introduce</b>	<b>Kinteshia</b>	<b>life</b> 6:4	<b>ma'am</b> 47:18
40:11	30:8,12,15	25:3,5	10:16 16:8	3:11	8:23	<b>limit</b> 16:13	<b>Magee</b> 35:12
<b>handouts</b>	30:19 32:17	55:17	23:11 26:3	<b>introduction</b>	<b>knew</b> 49:7	<b>limitations</b>	<b>mailings</b> 53:1
26:17	33:7,12	<b>hold</b> 29:2,23	33:2 41:4	8:19	<b>know</b> 4:14	31:23	<b>main</b> 6:2
<b>Hang</b> 28:22	34:3,8,13	34:18	52:18 57:14	<b>invest</b> 5:22	8:3,7 11:22	<b>line</b> 38:12	38:12
<b>happen</b> 53:1	34:24 35:4	<b>home</b> 40:9,12	<b>increasing</b>	<b>investigate</b>	14:1 17:9	58:6	<b>mains</b> 6:1,12
<b>happened</b>	35:10,14,17	<b>homeowner's</b>	10:5	40:15	17:13 22:15	<b>lines</b> 40:7,12	<b>maintained</b>
31:3,18	35:21 36:2	42:23	<b>independent</b>	<b>investments</b>	23:4,6,9	41:12,23	6:21 44:18
<b>happens</b> 43:6	36:15 37:24	<b>homeowners</b>	2:13 9:8	6:17	26:16 31:24	<b>list</b> 29:14	<b>maintaining</b>
43:20	39:2,11,17	42:15 43:13	10:22 38:10	<b>involved</b> 13:8	32:9,22	<b>listen</b> 16:22	5:5
<b>happy</b> 58:5	41:1,17	<b>honestly</b>	54:24 55:12	<b>involvement</b>	33:3 36:9	36:3	<b>maintenance</b>
58:16	43:15 44:14	22:20	56:12	41:5	40:10 43:12	<b>listening</b> 54:7	5:18
<b>hard</b> 13:4,4,5	44:24 45:16	<b>Honor</b> 4:2	<b>indicate</b> 28:4	<b>iPad</b> 29:17	43:17 44:15	<b>lists</b> 53:20	<b>making</b> 6:6
<b>hardship</b> 5:2	45:22 46:7	25:21 48:22	<b>indicated</b>	<b>issue</b> 15:21	46:8 48:5	<b>litigation</b>	10:17,23
7:15 19:20	46:20 47:11	<b>hopeful</b> 20:5	12:18 15:23	15:24 42:16	48:18 54:18	16:18 19:11	15:16 17:24
<b>Haver</b> 25:21	47:19 48:1	<b>hoping</b> 52:9	47:15	43:16,18	56:14	<b>little</b> 11:14	31:12 50:3
25:23,24	49:1,3,9,14	<b>households</b>	<b>individual</b>	49:6	<b>knows</b> 17:3	18:7	57:8
47:17,20	49:17 50:8	7:18	17:14 24:20	<b>issued</b> 12:13		<b>lives</b> 57:19	<b>management</b>
48:3,13,20	50:14,22	<b>housekeepi...</b>	<b>individuals</b>	<b>issues</b> 8:2	<b>L</b>	<b>loan</b> 31:9,16	5:10
49:2,5	51:2,8	47:18	11:13 28:10	18:9 22:16	<b>L-A-S-K-E...</b>	32:21,24	<b>mandate</b> 2:15
50:18 56:1	54:23 55:9		<b>industries</b>	41:3 57:8	35:9	33:24 40:10	<b>mandated</b>
56:2,4,7,16	55:15,16,20	<b>I</b>	26:18	<b>issuing</b> 39:10	<b>Lance</b> 56:2,3	40:19 43:2	11:16
57:3,22	57:1,5,23	<b>identify</b> 8:7	<b>industry</b>		57:18 58:8	43:4,24	<b>manner</b> 2:22
58:3,9,12	58:11,22	<b>imagine</b> 48:9	26:19	<b>J</b>	<b>Large</b> 11:4	46:11,13	<b>March</b> 1:7
59:1,7	59:2,8,15	<b>impact</b> 13:11	<b>information</b>	<b>job</b> 19:17	<b>Lasker</b> 34:16	<b>local</b> 10:1	51:16,16
<b>health</b> 2:24	<b>hearings</b> 2:4	16:9	8:9 12:22	53:12 54:4	34:22 35:3	<b>LOCATION</b>	<b>Marcy</b> 17:5
5:12	3:1 11:23	<b>impacted</b> 2:8	16:2,6	<b>join</b> 28:7	35:7,8,12	1:13	<b>MARLANE</b>
<b>hear</b> 2:7 8:11	12:8 13:19	13:24	33:16 34:5	<b>joined</b> 28:1	35:16,19	<b>logged</b> 29:3	1:14

<b>Martel</b> 27:22 28:3 <b>matter</b> 60:9 <b>maximum</b> 15:17 53:10 <b>mean</b> 10:6 22:9,20 27:7 31:15 36:16 <b>means</b> 40:19 60:21 <b>media</b> 51:20 52:7 <b>medias</b> 53:19 <b>meet</b> 48:18 <b>meeting</b> 29:20 51:12 52:13 <b>meetings</b> 50:24 <b>members</b> 37:5 <b>mention</b> 56:22 <b>mentioned</b> 10:21 25:12 53:18 <b>microphone</b> 14:19 <b>mid</b> 12:11 <b>middle</b> 31:10 <b>milestones</b> 11:19 <b>mind</b> 13:18 19:22 32:1 41:16 <b>minute</b> 51:3 <b>missed</b> 32:12 <b>Monday</b> 7:22 25:10 47:24 <b>money</b> 10:3,7 19:1,3,9,17 23:22 26:4 26:12,14 33:2,5 36:24 37:12 37:15,17,18 37:23 38:22 38:23 39:15 40:18 44:8 44:10,12 45:9,15 <b>month</b> 4:17 4:21 22:12	22:19 32:12 32:12 37:13 38:19 40:22 43:5 <b>monthly</b> 25:13 <b>moratorium</b> 7:9 <b>motion</b> 47:20 48:2 <b>mouth</b> 15:15 <b>multi-faceted</b> 51:13 <b>multiple</b> 22:2 <b>municipal</b> 5:15 45:7 <b>Murphy</b> 21:1 21:4,5,7,9 21:13,17,21 22:1,9 23:17 24:1 24:14 25:20 26:1,11,24 27:3,5  <b>N</b> N 60:2 <b>name</b> 4:3 8:22 11:7 14:18 15:8 21:7 28:19 29:5,10,13 30:1 35:6,7 37:3 47:7 <b>narrow</b> 20:5 <b>nasty</b> 31:20 <b>necessary</b> 5:3 5:19 57:14 <b>need</b> 10:10 12:21 23:10 24:3 39:18 40:18,22 41:2 46:23 <b>needed</b> 5:23 <b>needs</b> 10:14 20:18 23:9 23:22,24 24:10 <b>neighbor</b> 30:22 40:20 40:22 <b>neighborho...</b> 53:24 <b>neighbors</b>	41:11 <b>nervous</b> 49:16 <b>Never</b> 32:12 <b>new</b> 56:8 <b>News</b> 51:15 <b>newspaper</b> 15:14 <b>night</b> 48:12 <b>non-compa...</b> 12:2 <b>normal</b> 48:13 <b>Notary</b> 60:16 <b>note</b> 7:24 25:11 <b>noted</b> 5:21 60:7 <b>notes</b> 60:8 <b>notified</b> 50:24 <b>number</b> 11:12 25:14 33:18  <b>O</b> O 60:2 <b>o'clock</b> 49:11 59:3 <b>obviously</b> 14:5 <b>occurrence</b> 6:2 <b>offer</b> 40:17 45:8 <b>offered</b> 27:9 41:9 43:12 <b>offering</b> 40:18 <b>office</b> 18:5 42:8 50:21 <b>Officer</b> 1:14 2:2,20 8:16 10:19 11:9 20:17 21:3 21:6,11,15 21:18,23 22:6 23:15 23:19 24:12 25:18,22 26:21 27:2 27:10,23 28:2,13,22 29:1,8,12 29:18,22	30:4,8,12 30:15,19 32:17 33:7 33:12 34:3 34:8,13,24 35:4,10,14 35:17,21 36:2,15 37:24 39:2 39:11,17 41:1,17 44:14,24 45:16,22 46:7,20 47:11,19 48:1 49:1,3 49:9,14 50:8,14,22 51:2,8 54:23 55:9 55:15,16,20 57:1,23 58:11,22 59:2,8 <b>oh</b> 29:18 32:7 <b>oil</b> 26:18 <b>okay</b> 11:14 20:7 22:6 26:23 27:18 28:5 33:7 33:20 34:12 34:15 35:4 35:21 36:14 36:18 41:14 45:16 46:21 47:5,11 49:2 53:15 56:7 57:2 <b>old</b> 43:9 49:19 56:8 57:2,4 <b>old-fashion...</b> 53:3 <b>older</b> 49:19 <b>once</b> 43:18 <b>ones</b> 11:10 31:5 39:9 <b>ongoing</b> 2:23 <b>online</b> 3:2 29:17 <b>open</b> 2:15 28:11 <b>opening</b> 25:15	<b>operation</b> 5:18 <b>operations</b> 5:20 6:18 <b>opportunity</b> 24:5 48:6 <b>option</b> 26:19 46:14 <b>options</b> 15:5 23:12,13 24:6 <b>order</b> 14:7 <b>orderly</b> 14:22 <b>organization</b> 37:2,13 45:7 53:21 <b>outreach</b> 15:17 51:5 51:14,17,22 52:3 53:10 54:3 <b>oversee</b> 55:17 <b>overview</b> 3:14 11:15 <b>owned</b> 39:5 44:17  <b>P</b> <b>p.m</b> 1:12 7:23 59:16 <b>paid</b> 32:11,21 33:6 <b>pandemic</b> 3:1 9:22 13:24 31:2 <b>parent</b> 22:10 <b>part</b> 2:15 10:12 17:21 32:6 37:7 37:10 39:4 <b>PARTICIP...</b> 33:1 <b>participants</b> 3:21 11:3 13:15 16:16 20:11 <b>participate</b> 10:18 13:21 47:12 <b>participating</b> 50:13 <b>participation</b> 52:10 <b>particular</b>	14:4 15:23 39:20 <b>particularly</b> 53:11 <b>parties</b> 11:20 11:23 12:2 <b>parties'</b> 12:5 <b>pass</b> 51:7 <b>paused</b> 7:11 <b>pay</b> 7:3 10:6 13:4 17:13 17:17 18:24 19:19 31:2 31:6 32:23 33:3,5 43:5 <b>paying</b> 40:19 <b>payment</b> 7:19 <b>PECO</b> 54:19 <b>pending</b> 41:3 <b>Penn</b> 22:3 51:24 <b>Pennsylvania</b> 1:8 17:3 30:18 32:9 <b>people</b> 13:4,6 13:17 14:6 14:7 15:17 22:15 23:1 24:20 30:24 32:15,18 33:3 38:3 43:6,15,16 44:3 49:19 49:19 <b>percent</b> 4:19 4:20 9:15 52:15 <b>person</b> 13:22 20:24 27:20 27:21 39:19 49:18 <b>personal</b> 16:5 <b>PGW</b> 54:19 <b>Philadelphia</b> 1:1,8 2:5,9 4:5,12 5:13 10:2 11:4,6 21:16 23:1 30:13,16,17 35:13 37:11 41:21 42:13 43:11 45:9 57:20 <b>phone</b> 33:17	<b>pipes</b> 42:17 43:8 44:1 <b>plan</b> 3:15 26:5 48:17 <b>planned</b> 6:15 <b>please</b> 3:8 8:3 8:6 10:11 16:7 21:7,8 26:20 29:4 29:9 30:5,9 35:5,11 47:13 48:21 <b>Plus</b> 32:11 <b>point</b> 16:15 18:15 22:24 23:2 45:1 <b>policy</b> 39:4 <b>poor</b> 42:4 <b>poorly</b> 14:2 <b>Popowsky</b> 11:2 56:15 58:14 <b>possible</b> 5:8 8:6 36:10 50:1 <b>possibly</b> 47:2 <b>postal</b> 53:4 <b>posted</b> 3:4,8 12:19,21 14:16 53:5 53:6 <b>potentially</b> 26:13 <b>practice</b> 18:2 <b>present</b> 9:7 11:2 <b>presented</b> 12:9 <b>President</b> 58:4 <b>pretty</b> 20:5 49:20 <b>Price</b> 45:19 45:20,23 <b>private</b> 37:1 37:9,21 38:16 40:5 40:21 41:6 42:1 45:10 <b>probably</b> 12:11 14:8 20:19 46:22 <b>problems</b> 37:23 41:11	56:20 <b>proceed</b> 46:14 <b>proceeding</b> 4:6 9:5 14:21 <b>proceedings</b> 60:6 <b>process</b> 2:21 10:18 11:15 13:9 14:3 14:19 17:24 18:13 19:12 49:22 55:18 56:8 57:3 57:16 <b>produce</b> 3:6 18:11,13 <b>professional</b> 57:6 <b>professiona...</b> 57:4 <b>professionals</b> 57:10 <b>profitable</b> 40:23 <b>program</b> 7:2 7:4,5 40:11 41:21 42:10 42:12 43:10 43:22 46:2 46:11,13 <b>programs</b> 7:6 7:17,19 43:23 <b>progress</b> 52:19 <b>projects</b> 6:15 <b>promise</b> 14:13 <b>promoting</b> 39:19 <b>property</b> 31:18 <b>proposal</b> 9:7 9:19 27:18 <b>proposed</b> 2:9 2:17 9:14 10:24 12:17 15:22 54:11 <b>proposing</b> 52:14 <b>proven</b> 57:6 <b>provide</b> 6:19
---	--	---	--	--	--	--	---



37:16 <b>provides</b> 5:11 <b>public</b> 1:4 2:4 2:18,23 3:13,18 5:12 8:19 9:2 11:22 12:24 13:19 16:6 17:6 18:4 20:16 24:14 25:2 26:9 27:14 27:17 45:21 50:11 52:3 56:16,17 60:16 <b>PUC</b> 54:19 <b>pumping</b> 6:11 <b>purchase</b> 37:3 39:16 <b>purpose</b> 8:10 16:4 27:12 <b>pushing</b> 41:6 <b>put</b> 13:13 16:5 22:23 26:4 31:17 34:9 36:10 51:4,14 <b>PWD's</b> 9:11	<b>raising</b> 23:14 26:7 <b>range</b> 20:3,5 <b>rate</b> 1:2 2:6 2:12 3:4 4:9,13,14 5:19 9:4,9 10:13,21 11:16 12:20 13:8 14:12 14:16 16:8 17:9,10,23 26:3 41:4 51:12 52:16 52:18 53:7 55:6,10,17 55:21 56:10 57:14 58:15 58:18 <b>rates</b> 2:10,13 2:17 5:1 9:11,22 10:5 11:1 13:5 15:22 17:11,11,23 18:20 19:6 19:18,19 20:4 23:14 26:7 <b>reach</b> 23:1 33:14 53:17 58:13 <b>read</b> 14:14 27:16 <b>readjourn</b> 59:3 <b>real</b> 13:17,22 29:10 41:16 <b>really</b> 12:22 13:5,19,20 16:4 17:22 18:9 20:1 22:12 27:5 41:2,7 42:15 45:1 45:3 59:4 <b>reason</b> 56:19 <b>reasonable</b> 19:7 <b>recognize</b> 40:13 <b>recognizes</b> 4:24 <b>recommen...</b>	57:9 <b>reconvene</b> 49:11 <b>record</b> 3:6 10:13 15:9 16:6 21:8 29:5 35:6 51:5 <b>recovery</b> 10:1 26:5 <b>reduce</b> 6:1 <b>referring</b> 38:9 <b>register</b> 15:2 15:3 <b>registered</b> 14:9,20 20:24 28:10 <b>registration</b> 14:8 <b>regulation</b> 17:4 <b>regulations</b> 11:17 <b>rehabilitati...</b> 6:10 <b>rejoin</b> 36:7 <b>relates</b> 54:19 <b>relationship</b> 37:8,20 39:22 40:5 <b>relatively</b> 56:8 59:5 <b>reliability</b> 6:3 6:5 <b>reliable</b> 5:18 6:19 <b>reliably</b> 5:8 <b>relief</b> 5:19 <b>remarks</b> 15:21 <b>remember</b> 18:16 <b>remotely</b> 3:2 <b>renewing</b> 5:6 <b>repair</b> 40:23 43:7 45:11 <b>repairing</b> 39:6 <b>repairs</b> 6:6 40:7,8,11 40:12 <b>replacing</b> 6:1 <b>report</b> 12:12	55:21 <b>reporter</b> 3:5 60:16,23 <b>represent</b> 9:2 24:16 25:3 <b>representat...</b> 8:5 <b>representat...</b> 3:12 <b>representing</b> 18:3,6 57:11 <b>reproduction</b> 60:21 <b>reputation</b> 42:5 <b>request</b> 4:10 4:16 10:16 10:24 55:24 56:10 <b>require</b> 19:8 <b>residential</b> 4:16 7:10 7:13 9:3,14 18:6 25:4 <b>residents</b> 23:14 50:23 52:13 <b>resolve</b> 16:3 <b>resolved</b> 48:23 <b>Resource</b> 44:3 <b>Resources</b> 41:22 42:11 43:5 46:3 <b>respect</b> 12:24 40:7 <b>respond</b> 12:5 40:3 48:7 49:7 <b>response</b> 46:10,13,16 48:9 49:13 <b>responsibili...</b> 58:19 <b>responsibili...</b> 42:23 44:19 <b>responsible</b> 39:6 <b>rest</b> 16:22 <b>result</b> 14:3 18:11,13 19:16,24	<b>retained</b> 24:18 <b>retired</b> 17:15 18:7 56:24 <b>Revenue</b> 11:6 <b>right</b> 5:2 10:7 11:7 24:24 28:16 40:18 42:9 43:9,9 43:16 46:6 48:3,9 54:19 57:20 58:1,20 <b>ripped</b> 31:8 31:15 32:10 <b>RMR</b> 60:15 <b>Rob</b> 54:1 <b>robust</b> 6:24 <b>roll</b> 53:3 <b>room</b> 8:9 34:5 36:10 36:14 <b>rotation</b> 52:24 <b>ruled</b> 56:9 <b>run</b> 17:11 22:18 <b>running</b> 46:2 46:3	54:10 <b>saying</b> 13:16 42:24 44:8 52:16 <b>says</b> 54:11 <b>schedule</b> 11:16,22 12:20 52:21 52:22 <b>scheduled</b> 2:5 <b>Scott</b> 8:18,21 8:23 20:10 20:15 24:13 24:22,24 41:15,19 42:9 50:9 50:10 51:4 53:16 <b>second</b> 29:2 29:24 36:12 <b>security</b> 22:16 <b>see</b> 4:18 13:13 15:13 15:14 21:4 23:10,12 26:7 28:6 33:18 34:16 35:23 38:9 45:1 48:22 51:24 <b>seeking</b> 53:13 <b>segments</b> 57:11 <b>selected</b> 2:19 <b>send</b> 14:11 <b>senior</b> 7:4,17 <b>sense</b> 26:12 <b>September</b> 4:22,23 12:17 54:12 54:14 <b>serve</b> 9:1 <b>served</b> 48:11 <b>service</b> 2:14 6:3,19 8:2,4 15:24 18:9 18:24 19:4 19:7 38:12 40:7,11 53:4 <b>services</b> 2:18 5:10,11 8:24 22:5	<b>session</b> 8:10 15:4 <b>set</b> 2:13 12:7 17:11 26:3 26:9 52:21 56:11 <b>setting</b> 13:8 52:22 <b>sewage</b> 42:16 42:17 <b>sewer</b> 1:1 2:6 2:14 4:12 9:8 55:1,5 55:10 <b>share</b> 4:9 8:12 10:11 10:12 46:24 <b>shareholders</b> 5:16 <b>short</b> 52:20 <b>shut</b> 43:19 <b>shutoff</b> 7:9 <b>side</b> 18:17 <b>sideshow</b> 38:18 <b>signed</b> 14:6 <b>significant</b> 38:21,24 <b>significantly</b> 10:7 52:7 <b>sink</b> 32:1 <b>sinking</b> 32:3 32:3 <b>sitting</b> 43:7 <b>six</b> 43:7 <b>sketched</b> 48:11 <b>slowly</b> 3:9 <b>small</b> 9:3 25:4 <b>Smith</b> 29:11 30:3,3,6,7 30:10,14,17 30:20,21 32:21 33:4 33:10,20 34:1,7,9,12 36:6 <b>smoothly</b> 49:21 59:5 <b>snowed</b> 32:4 <b>social</b> 51:20 52:7 53:19 <b>society</b> 57:12	<b>solve</b> 37:23 <b>somebody</b> 15:15 20:18 28:14 <b>Sonny</b> 36:16 36:17 <b>soon</b> 8:5 <b>sorry</b> 33:22 36:19 42:6 50:19 <b>sort</b> 3:20 51:13,18 53:2,2 <b>sorts</b> 40:8 <b>source</b> 12:23 54:1 <b>speak</b> 3:8 8:8 28:12,14 <b>speaking</b> 4:4 18:21 31:1 <b>specific</b> 8:1 52:19 <b>spell</b> 15:8 21:7 29:5 30:5 35:6 <b>spend</b> 19:1 <b>spent</b> 18:3,4 <b>spoke</b> 32:14 <b>spots</b> 52:2 <b>spread</b> 53:21 <b>start</b> 31:1 43:9 <b>started</b> 20:8 31:18 42:12 <b>state</b> 17:21 29:4 35:5 56:17 <b>statement</b> 3:20 14:23 16:12 17:2 25:15 35:2 38:2 47:15 <b>stations</b> 6:11 <b>statute</b> 31:22 <b>stay</b> 16:22 17:16 <b>stenographic</b> 3:6 60:8 <b>Steven</b> 14:18 20:20,22 27:19 28:8 28:16 34:4 34:18 36:9 38:5 47:2
---	---	--	--	---	---	---	--

50:2,7 <b>storm</b> 1:1 2:6 4:12 5:9 9:9 55:1,6 55:10 <b>street</b> 21:14 30:10 31:11 42:18 <b>struggle</b> 32:22,24 <b>struggling</b> 22:22 <b>study</b> 23:5 <b>submits</b> 14:14 <b>sufficient</b> 12:15 <b>suggest</b> 27:13 <b>suggesting</b> 36:24 37:3 <b>suggestions</b> 16:9 25:8 49:21 54:7 <b>supervision</b> 60:23 <b>support</b> 5:17 6:18 10:4 26:2,6 <b>supposed</b> 54:5 <b>sure</b> 3:8 5:6 13:14 14:19 15:16 19:2 21:9 22:9 32:18 34:14 36:19 38:3 38:8 41:12 41:18 58:2 58:14 <b>sustain</b> 5:20 <b>system</b> 5:6,11 5:19 6:5,9 6:21 39:5	60:8 <b>talk</b> 16:7 45:2 51:19 58:6 <b>talking</b> 13:9 41:20 42:10 44:13,17,20 <b>Tammie</b> 21:1 22:7 <b>TAP</b> 7:4,16 <b>team</b> 9:5 25:5 <b>tech</b> 49:18 <b>technical</b> 12:8 <b>telephonica...</b> 3:3 <b>tell</b> 13:15 27:14,18 52:18 <b>telling</b> 37:14 39:15 <b>ten</b> 18:2 <b>term</b> 13:13 <b>terminations</b> 19:2 <b>terms</b> 11:15 11:17 14:4 14:21 <b>testimony</b> 11:24 12:3 12:6,10 25:9 27:17 47:24 <b>Texas</b> 56:20 <b>thank</b> 3:24 4:7 8:15,17 8:21 10:17 10:20 27:3 33:8 34:6,7 34:12,14 45:17 46:19 47:9 49:2,8 49:15,19 50:2,7,12 50:17 51:10 53:15 54:8 58:8,12,20 59:4,7,10 59:11 <b>Thanks</b> 55:11 59:13 <b>thing</b> 18:19 20:19 45:14 57:18 <b>things</b> 13:3	31:5 32:23 43:20 44:21 45:11 53:5 <b>think</b> 10:15 13:3,7 14:5 15:2 19:10 20:18 22:1 22:10,24 25:14 26:11 26:13 27:6 28:11 29:20 36:3 39:7 39:18 40:1 44:15 45:23 45:24 48:6 48:11 49:4 49:20 54:1 54:10 57:14 57:15 59:5 <b>thinking</b> 52:15 <b>thought</b> 32:1 53:12 <b>thoughts</b> 22:8 <b>thousands</b> 17:8,12 <b>Tiered</b> 7:3 <b>time</b> 1:12 7:7 8:12 10:17 11:18 12:7 12:15 13:21 14:9 16:13 16:14,24 23:5,8 27:4 30:24 32:3 32:5 38:9 38:10 47:16 47:22 49:17 51:19 52:9 52:21 53:13 54:2 57:6,6 <b>timeline</b> 48:4 48:15 49:7 52:20 <b>today</b> 8:13 52:1 <b>today's</b> 8:10 12:24 <b>told</b> 16:20 30:21,23 <b>tomorrow</b> 48:10 <b>tonight</b> 49:12 59:3	<b>training</b> 18:9 <b>transcript</b> 60:10,20 <b>transcripts</b> 3:3 <b>transparent</b> 2:16 <b>treat</b> 33:22 <b>treated</b> 14:2 31:20 32:7 32:13 <b>treatment</b> 5:9 6:7,8,13 <b>Tribune</b> 51:15 <b>true</b> 13:22 <b>try</b> 12:12 16:7 32:20 48:19 <b>trying</b> 19:23 36:13 47:23 48:15 49:6 54:1,5 <b>Tuesday</b> 1:7 <b>turn</b> 14:17 15:7 <b>two</b> 9:16 19:12 28:10 37:20 43:2 43:23 44:20 <b>typical</b> 4:16 9:14	<b>unmuting</b> 21:1 <b>upcoming</b> 25:9 <b>upgrades</b> 5:23 <b>upgrading</b> 5:5 6:12 <b>use</b> 8:6 10:3 26:15 29:13 30:1 <b>Users</b> 11:4 <b>utilities</b> 17:10 17:20 18:8 26:10 <b>utility</b> 5:15 5:19 6:17 17:4,6 18:23 23:22 56:18,21 <b>utility's</b> 24:19 <b>utilize</b> 54:2	29:13,14 33:21 34:17 35:1 36:21 38:1,11 40:4 44:2 47:4 49:15 49:23 50:2 58:2,9 <b>wanted</b> 32:16 36:20 <b>wants</b> 18:19 28:12 47:22 <b>warranty</b> 38:18,18 45:8,11 <b>wasn't</b> 31:16 31:21 32:1 49:5 52:23 <b>wastewater</b> 5:24 6:5,13 6:21 <b>water</b> 1:1,1 2:5,6,9,14 3:12,19 4:5 4:10,12,12 4:15,17,24 5:7,9,9,14 5:22,23 6:1 6:2,3,8,9,10 6:12,13,21 6:24 7:8 9:6,8,9,13 9:15,18,21 10:4,7,8,15 10:17 11:5 11:6 18:18 18:18 20:13 25:7 26:2,6 26:9 31:6,9 31:19 37:1 37:2,9,10 38:12,15,17 38:22 39:8 39:12,22 41:22 42:1 42:3,11,14 43:1,4,19 43:24 44:3 44:9,16,18 45:13 46:1 46:3,4,9 48:5 51:1 54:20 55:1 55:2,3,4,5,6	55:8,10,10 55:23 56:9 <b>way</b> 22:4 23:23 37:23 48:22 53:3 <b>ways</b> 9:23 22:2,2 57:15 <b>we'll</b> 14:20 28:5 <b>we're</b> 13:8 15:5,15 23:20 44:16 44:20 52:8 53:9,13 54:5,7 <b>we've</b> 46:17 51:14 <b>website</b> 3:5 7:20 12:20 14:16 15:13 23:5 53:6,7 <b>week</b> 11:23 27:16 52:5 <b>welcome</b> 4:1 16:22 <b>went</b> 32:6 49:20 52:11 59:5 <b>Wilson</b> 60:5 60:15 <b>wish</b> 14:23 15:1,2 47:12,15 <b>witnesses</b> 12:9 <b>wondering</b> 26:1 41:19 48:4 <b>Woolford</b> 28:16,21,24 29:2,6,7,10 29:16,19 33:14 <b>word</b> 15:15 53:22 <b>work</b> 11:24 14:20 17:14 18:8 19:24 50:3 <b>worked</b> 51:20 <b>working</b> 9:5 19:15 48:8 <b>write</b> 48:10	55:21 <b>written</b> 12:3 12:5,12 40:2 <b>wrote</b> 58:4,5 <b>www.phila....</b> 7:21 <b>Wydia</b> 30:21
							<b>X</b>
							<b>Y</b>
							yeah 26:11 29:19 42:21 52:16 <b>year</b> 4:19,20 9:17 17:16 31:13 54:12 <b>yearly</b> 25:16 <b>years</b> 2:11 6:16 9:16 17:7 18:2,4 <b>yep</b> 20:23 23:18
							<b>Z</b>
							zero 40:12,19 <b>zip</b> 35:15 <b>Zoom</b> 49:17 56:13
							<b>0</b>
							<b>1</b>
							1 54:14 <b>1.1</b> 10:1 <b>1:00</b> 1:12 <b>1:54</b> 59:16 <b>10</b> 38:19 40:21 43:5 <b>10th</b> 51:16 <b>11.6</b> 4:19 <b>1341</b> 30:10 <b>140</b> 9:17 22:12,19,23 23:3 25:12 25:16 <b>16</b> 1:7 52:15 <b>17</b> 9:15 52:15 <b>19111</b> 35:16 <b>19129</b> 21:17 <b>19140</b> 30:18 <b>1st</b> 4:22,23 7:11 12:17

<hr/> <b>2</b> <hr/> <b>20,000</b> 31:12 <b>2021</b> 1:7 2:11 4:22 54:15 <b>2022</b> 2:11 4:19,23 6:16 7:11 <b>2023</b> 4:20 6:16 <b>215-685-6300</b> 7:22 <b>25</b> 17:7 <hr/> <b>3</b> <hr/> <b>3.98</b> 4:23 <b>3424</b> 21:13 <b>350</b> 26:8 <hr/> <b>4</b> <hr/> <b>4,500</b> 31:11 <hr/> <b>5</b> <hr/> <b>5.3</b> 4:20 <b>5:00</b> 7:23 <b>500</b> 4:17 <hr/> <b>6</b> <hr/> <b>6</b> 49:11 59:3 <b>6:00</b> 59:9 <hr/> <b>7</b> <hr/> <b>7,000</b> 43:7 <b>7.74</b> 4:21 <hr/> <b>8</b> <hr/> <b>8:00</b> 7:23 <b>815</b> 35:12 <hr/> <b>9</b> <hr/> <b>9th</b> 51:16							
---	--	--	--	--	--	--	--