

BEFORE THE

PHILADELPHIA WATER, SEWER AND STORMWATER RATE BOARD

In the Matter of the Philadelphia Water  
Department's Proposed Change in  
Water, Wastewater, and Stormwater  
Rates and Related Charges

Fiscal Years 2024 – 2025

Rates and Charges to Become Effective

: September 1, 2023 and September 1, 2024

To the WRB Hearing Officer:

As a registered participant in the current Water Rate Board proceedings, this Philadelphia citizen and PWD consumer requests certain information, details, and records pertaining to one of the more time-consuming, human resource intensive and equipment involved efforts that the PWD is involved on a continuous basis and since all of the factors listed are involved in a collaborative task, a review, understanding and record/process review of this activity most certainly is related to the WRB's primary task of reviewing and addressing matters, issues and concerns that directly affect the water and sewer rates that impact all PWD customers.

Consequently, I am requesting from the PWD the current protocol and standards used in the identification, investigation, planning and initiation of work at consumer's residences related

**to necessary long lateral sewer repairs and other related or contingent repair work, which may or may not be the responsibility of the PWD or the property owner. I also request any PWD correspondence or files that describe the monitoring and oversight process and procedure by management in the initiation of any PWD excavation projects related to such work in place while such excavation and repair work is being conducted either by the PWD or private contractor as a result of a notice to the property owner that a sewer defect must be corrected. Finally, I request any and all information related to a review, evaluation, critique and study after the assignment is completed of a particular excavation project under the auspices of the PWD which provides an analysis of the standards followed, any difficulties identified, and any excavation work, conduct and decision-making, whether on-site or in PWD management, that was in accordance with the PWD protocol in such projects or alternatively, any steps, actions or decisions that did not adhere to the policy and protocol established by PWD management for such excavation and repair work regarding residential sewer matters.**

**Such a study, review and analysis of the elements of the PWD diagnosis, investigation, initiation, excavation, monitoring of the project, as well as follow-up review, study, critique and professional analysis of the steps and decisions in the entire process related to excavation for sewer problems at consumers' residences is of critical importance since it is a time, employee and resource rich and expensive endeavor and every professional organization should be interested in and dedicated to ongoing study and evaluation of its practices and procedures.**

**Certainly, in this consumer's experience, I was a PWD customer involved in such an excavation for a faulty sewer lateral and a process that lasted a considerable length of time from the Spring 2014 to the Fall 2017, with several PWD interventions and procedures utilized to address the deteriorating conditions outside of my residence near the street where PWD worked to address several distinct issues and problems. The unfortunate fact is that the conditions have never been satisfactorily addressed and resolved and the area in the grassy footway near the street,**

**where PWD performed a number of excavations and operations to address various issues, continues to deteriorate, sink and need intermittent intervention to refill and level the area.**

**Michael Skiendzielewski**

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