

**PENNSYLVANIA PUBLIC UTILITY COMMISSION  
HARRISBURG, PENNSYLVANIA 17105-3265**

**Aqua Pennsylvania, Inc. – Bryn Mawr, PA  
Management Efficiency Investigation Evaluating the  
Implementation of Selected Recommendations from the  
2006 Focused Management and Operations Audit**

**PUBLIC MEETING  
August 27, 2009  
2081721-AUD  
Docket No. D-2008-2081721**

**STATEMENT OF COMMISSIONER KIM PIZZINGRILLI**

Today, the Commission makes public a Management Efficiency Investigation (MEI) Report and Implementation Plan of Aqua Pennsylvania, Inc. (Aqua). The MEI was conducted to ascertain the company's progress in implementing the recommendations contained in the previous Focused Management and Operations Audit report issued in 2006. In response to the MEI, Aqua submitted a plan indicating that the vast majority of follow-up recommendations will be implemented by September 2010. I commend our Bureau of Audits (Bureau) for its work on this MEI as well as Aqua for its due diligence in implementing the audit recommendations and continuing to make enhancements to its overall operations to better serve its customers.

Several improvements were noted by the Bureau. The MEI revealed that Aqua has complied with Commission regulations regarding emergency preparedness including a physical security plan, cyber security plan, emergency response plan and a business continuity plan. Aqua focuses its security efforts on providing protection of its water supplies, a safe working environment and proactively identifies problems and measures to respond. Additionally, the Bureau noted that Aqua has created clear job functions for key employees during an emergency and has created an Event Management Team (EMT). The EMT includes a group of employees able to respond to any emergency across Aqua's service territory and serves as a dedicated point of contact for the media. In its implementation plan, Aqua indicates that it will continue to increase communication and training for first responders and participate with county emergency management teams. It will also continue to focus on the training of employees and will continually reevaluate and update its physical security plans.

The MEI included an evaluation of Aqua's damage prevention program. Aqua has met with the PUC's Gas Safety Division and has an established workgroup that will continue to make enhancements to its formal damage prevention procedures and provide a standardized statewide form for facility hit data capture, tracking and analysis.

Aqua states that it is one of the largest users of the Pennsylvania One Call System (PA One Call). In Southeast PA, there are six fulltime Aqua locators that perform one call markouts. Aqua also has personnel on the road 24/7 to address system emergencies and after hour PA One Calls from utilities and contractors.

PA One Call is a national initiative dedicated to minimizing utility line hits, service interruptions, reducing on the job injuries, promoting a higher level of public safety and protecting the environment. All utilities are urged to contact One Call prior to starting a project requiring digging to ensure that utility lines are properly marked and that notice can be provided to affected utilities. Utilities should also ensure that subcontractors adhere to company policies regarding the use of 8-1-1.

I commend Aqua for its responsiveness to Staff's audit recommendations, its diligent use of 8-1-1 and its continuing commitment to provide high quality service to its customers. I remind all utilities of the importance of ensuring that their Emergency Preparedness Plans are continually updated and that comprehensive damage prevention programs are in place to track and measure line hit incidents, to recover damages, to take proactive measures to mitigate future line hits and continue to enhance education for employees, contractors and customers.

**August 27, 2009**  
**Date**

**KIM PIZZINGRILLI, COMMISSIONER**