

PENNSYLVANIA PUBLIC UTILITY COMMISSION

~~Formal Complaint to Proposed Rate Increase~~ Protest

Filing this form will make you a party to a legal proceeding or case.
If you do not wish to be a party to the case, consider filing a Comment to Proposed Rate Increase.

To complete this form, please type or print legibly in ink.

A-2019-3015173

1. Customer (Complainant) Information (required)

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name LAWRENCE & SUSAN POTTS

Street/P.O. Box 11 CHESTNUT ST., PO BOX 522 Apt #

City LAKE HARMONY State PA Zip 18624

County CARBON

Telephone Number(s) Where We Can Contact You During the Day (required):

(215) 300-0257 (home) (215) 816-8000 (mobile)

E-mail Address (required): susie012132 AOL.COM

Utility Account Number (from your bill): 001541773-1073704

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

N/A
Name

Street/P.O. Box

City State Zip

RECEIVED

AUG 28 2020

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

2. Name of Utility

Provide the full name of the utility who filed the proposed rate increase about which you are complaining. The name of your utility is on your bill.

AQUA (AQUA PENNSYLVANIA WASTEWATER

3. **PUC Case Docket Number**

Provide the Public Utility Commission case docket number (if known). It begins with the letter "R" and contains the year of filing and a 7-digit code, such as R-2014-1234567.

A-2019-3015173

4. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

☐ ELECTRIC

☒ WASTEWATER/SEWER

☐ GAS

☐ TELEPHONE/TELECOMMUNICATIONS (local, long distance)

☐ WATER

☐ MOTOR CARRIER (e.g. taxi, moving company, limousine)

☐ STEAM
HEAT

5. **Reason for Complaint**

Explain why you oppose the company's proposed rate increase. Use additional paper if you need more space.

See ATTACHED

6. **Requested Relief**

How do you want your complaint to be resolved? Use additional paper if you need more space.

DO NOT ALLOW INCREASE, IF POSSIBLE
LOWER OUR BILLS & RE-EVALUATE HOW
TO MONITOR SO 2 PEOPLE IN A HOUSE DOES
NOT USE AS MUCH AS OTHERS AND BUSINESSES.

7. **Protection from Abuse**

Has a court granted a "Protection from Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

☐

NO

☒

If your answer to the above question is "yes," attach a copy of the current Protection from Abuse order to this Formal Complaint to Proposed Rate Increase.

8. **Legal Representation**

If you are filing a Formal Complaint to Proposed Rate Increase as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint to Proposed Rate Increase must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. **If you do not sign the Formal Complaint to Proposed Rate Increase, the PUC will not accept it.** By filing this Formal Complaint to Proposed Rate Increase, you will be a party to the case.

Verification:

I LAWRENCE POTTS & SUSAN POTTS, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Lance Potts Susan Potts 8/1/20
(Signature of Complainant) (Date)
LAWRENCE POTTS / SUSAN POTTS

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint to Proposed Rate Increase is not signed by one of these individuals, the PUC will not accept it.

10. Filing

You should electronically file your Formal Complaint to Proposed Rate Increase with the PUC. To do so, establish an account free of charge on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>

If you do not electronically file your Formal Complaint to Proposed Rate Increase, mail the completed form (along with any attachments) to one of the addresses listed below:

By overnight delivery, certified, priority mail or first-class mail:

Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint to Proposed Rate Increase for your records.

Attachment to Pennsylvania Public Utility Commission Formal Complaint to Proposed Rate Increase
August 1, 2020

From: Lawrence and Susan Potts
11 Chestnut Road
PO Box 522
Lake Harmony, Pa 18624
215-300-0257
Susie01213@aol.com

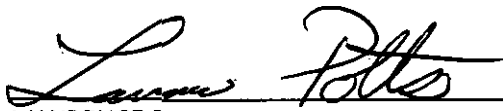
RE: AQUA PENNSYLVANIA WASTEWATER


REASON FOR COMPLAINT:

Around July of 2019 Aqua increased our bills from about \$65 to \$100 without any warning. And now they want to request another one! We feel this increase was very excessive. They want another increase because they want to make more acquisitions, which are not even in our territory. Why should we have to pay for their acquisitions, if they can't afford it then they should not be able to acquire them.

The previous increase was ridiculous and so unfair and too high. Also, we only have 2 people that live in our home and we pay the same amount as someone that has more people or a larger house, and same as businesses. Aqua is being so unfair and we guess that they feel they could get away with it because there is no other company here, no competition for them, so we have no other choice but to use Aqua.

PLEASE, PLEASE take our request/complaint into consideration and put a stop to their rate increase. PLEASE, PLEASE DON'T ALLOW THIS INCREASE ESPECIALLY WITH THE COVID 19, EVERYONE IS HAVING A DIFFICULT TIME KEEPING UP WITH PAYING THEIR EXPENSES AND AN INCREASE FOR AQUA WILL AGAIN CREATE A HARDSHIP FOR MANY. THANK YOU IN ADVANCE FOR YOUR UNDERSTANDING.


LAWRENCE POTTS


SUSAN POTTS

CERTIFIED MAIL

Susan & Larry Potts

PO Box 522

Lake Harmony, PA 18624-0522



7016 1370 0002 2734 6724

LEHIGH VALLEY

PA 180

20 AUG 20

PM 2



UNITED STATES
POSTAL SERVICE

1000



17120

U.S. POSTAGE PAID
FCM LETTER
LAKE HARMONY, PA
18624
AUG 28, 20
AMOUNT

\$6.95

R2304N118849-04

**RETURN RECEIPT
REQUESTED**

SECRETARY
PENNSYLVANIA PUBLIC UTILITY
COMMISSION
400 NORTH STREET
COMMONWEALTH KEYSTONE BUILDING
2ND FLOOR
HARRISBURG, PA 17120

17120-007999

