

COMMONWEALTH OF PENNSYLVANIA



OFFICE OF CONSUMER ADVOCATE

555 Walnut Street, 5th Floor, Forum Place  
Harrisburg, Pennsylvania 17101-1923  
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IRWINA. POPOWSKY  
Consumer Advocate

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July 1, 2010

Rosemary Chiavetta, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg.  
400 North Street  
Harrisburg, PA 17105

Re: Shane and Melissa Elison  
v.  
Pennsylvania-American Water Company  
Docket No. C-2010-2175673

Dear Secretary Chiavetta:

Enclosed for filing please find the Notice of Intervention and Public Statement of the Office of Consumer Advocate in the above-referenced proceeding.

Copies have been served upon all parties of record as shown on the attached Certificate of Service.

Sincerely yours,

A handwritten signature in cursive script that reads "Dianne E. Dusman".

Dianne E. Dusman  
Senior Assistant Consumer Advocate  
PA Attorney I.D. #38308

Enclosures

cc: Certificate of Service  
Office of Administrative Law Judge  
Office of Special Assistants  
Bureau of Fixed Utility Services

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

SHANE and MELISSA ELISON,	:	
Complainants	:	
	:	
v.	:	Docket No. C-2010-2175673
	:	
PENNSYLVANIA-AMERICAN WATER CO.	:	
Respondent	:	

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NOTICE OF INTERVENTION

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Pursuant to 71 P.S. § 309-1, *et seq.*, and 52 Pa. Code § 5.71(a)(1), the Office of Consumer Advocate hereby gives Notice of Intervention in the above-captioned proceeding. A copy of all correspondence and notices, documents, orders or other communications with respect to the above-captioned proceeding should be addressed to the following:

Dianne E. Dusman  
Senior Assistant Consumer Advocate  
Christy Appleby  
Assistant Consumer Advocate

Office of Attorney General  
Office of Consumer Advocate  
555 Walnut Street, 5<sup>th</sup> Floor, Forum Place  
Harrisburg, Pa 17101-1923

Respectfully submitted,



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Dianne E. Dusman  
Senior Assistant Consumer Advocate  
Juris No. 38308

Dated: July 1, 2010

PUBLIC STATEMENT OF THE  
OFFICE OF CONSUMER ADVOCATE  
PURSUANT TO 71 P.S. SECTION 309-4(e)

Act 161 of the Pennsylvania General Assembly, 71 P.S. § 309-2, as enacted July 9, 1976, authorizes the Consumer Advocate to represent interests of consumers before the Pennsylvania Public Utility Commission (PUC). In accordance with Act 161, and for the following reasons, the Consumer Advocate determined to file a Notice of Intervention in proceedings before the Commission filed by Shane and Melissa Elison against Pennsylvania-American Water Company (PAWC) at Docket Number C-2010-2175673.

The Formal Complaint alleges that following the installation of a new water meter by PAWC, the Elisons' household monthly water bill tripled. At the request of a PAWC technician, the Elisons performed a check for leaks and found none; they then hired a professional plumber who also found no leaks. After further inquiry to try to resolve the dispute, a representative of the manufacturer of the meter informed the Elisons that the meter installed by PAWC does not record accurately for backflow and they therefore had a backflow prevention valve installed.

The Consumer Advocate has filed this Notice of Intervention with the PUC to ensure that the customers have an opportunity to be heard, to investigate the complaint, and to assist them in seeking a fair resolution of the complaint. The OCA seeks to ensure that safe and reliable service is provided to all consumers at just and reasonable rates and in accordance with applicable statutes and regulations.

CERTIFICATE OF SERVICE

Re: Shane and Melissa Elison  
v.  
Pennsylvania-American Water Company  
Docket No. C-2010-2175673

I hereby certify that I have this day served a true copy of the foregoing document, Notice of Intervention and Public Statement of the Office of Consumer Advocate, upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a participant), in the manner and upon the persons listed below:

Dated this 1st day of July 2010.

SERVICE IN PERSON

Office of Trial Staff  
Pa. Public Utility Commission  
400 North Street  
Harrisburg, PA 17105

SERVICE BY FIRST CLASS MAIL, POSTAGE PREPAID

Office of Small Business Advocate  
Suite 1102, Commerce Building  
300 North Second Street  
Harrisburg, PA 17101

Brian J. Knipe, Esquire  
Buchanan Ingersoll & Rooney, P.C.  
17 North Second Street, 15<sup>th</sup> Floor  
Harrisburg, PA 17101-1503

Kathy Pape, President  
Pennsylvania-American Water Company  
800 Hershey Park Drive  
Hershey, PA 17033

Shane and Melissa Elison  
8 Dana Drive  
Collegeville, PA 19426



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