

Q & Company, Inc.

Ann Quarzo

344 12th St. SE

Washington, DC 20003

202-251-9026 202-543-8369

annquarzo@comcast.net

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SECRETARY'S BUREAU

March 26, 2012

Ms. Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265

Re: Ann Quarzo v. PAWC Docket No. C-2012-2288133

Dear Secretary Chiavetta,

I am requesting to withdraw the formal complaint I filed against Pennsylvania-American Water Company.

The company finally withdrew the outrageous usage charges, billed me for the normal charges over the six-month period of this dispute, which I have paid.

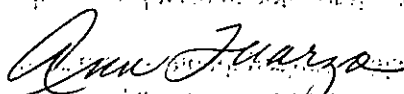
However, I wish to note for the record that the company was not at all responsive to my repeated efforts to determine how two small shops could possibly be using 50,000 gallons of water in a month, when there were no leaks and no running fixtures. They took action only after I filed an Informal Complaint.

I also wish the company to take note of the intimidating tactics the company used through Cheryl DiSanti, who handles their PUC matters. I was repeatedly told that "You can't win this case." This was despite the findings of a recognized plumber that I hired to check this matter.

Perhaps the most patronizing and offensive part was a sentence in the settlement document that the settlement "is a courtesy to you as one of our valuable customers." If the company had valued my business, or even been somewhat responsive to the predicament, the charges would not have escalated and it would have not been necessary to have brought the matter to the PUC.

I am very grateful for the real courtesy, professionalism, and service I received from the PUC, and particularly Mr. Brandon Thomas, who investigate the Informal Complaint.

All best wishes,



Ann Quarzo

ms. Rosemary Chianetta
Secretary
Pennsylvania Public Utility Commission
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17105+3265

