

Rosemary Chiavetta, Secretary
Commonwealth Of Pennsylvania
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pa. 17120

PA P.U.C.
SECRETARY'S BUREAU

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Mark Strohecker

DOCKET NO.-C2012-2324937

Complainant

V

Pennsylvania-American Water Co.

ANSWER TO RESPONDENTS

I Mark Strohecker on this 24th day of October am responding to a written response by the Pennsylvania American Water Company on there New Matter.

- 1) Pennsylvania American Water was called several times regarding the sewage problem that I have been having for sometime. They sent a man out his response oh everything is okay wrong. You can see the leakage and I did so pay into and on m account on the extra insurance coverage and nothing was done.
- 2) I was never cancelled out of the program and I called and complained a second time about sewage problem's in 2009, 2010, 2011, 2012 and they just kept sending a man out but noone to repair it.
- 3) We even had a bankruptcy in 2010 which we carried and still had the insurance by then we have been suffering from headaches, nausea, throwing up, and our pets getting real skinny. You can't even shower or flush the toilet cause the smell is real bad.
- 4) They were also told about the water bill being to high which I called about and my sewage is off the roof. Now our cellar has gotten black sludge and little like nat things flying around. And all honesty were ready to file a law-suit in this matter.
- 5) Money some of that was credited back was from them still trying to collect from a old bill when my ex was living there and I had no idea it was still in my name. And from them trying to still collect after being sued in court for breaking the bankruptcy law by sending me bills on the past bill that was part of the chapter 7 in 2010.
- 6) I was never cancelled out of the sewer line home program cause the charge was there every week. And they are probably changing things around to make me look bad.
- 7) Nothing but the money after they had to pay out from breaking the bankruptcy code was credited back. It wasn't the line program.
- 8) i am the one along with my two children who should be praying for relief with a response required due to the fact all the sent was blue pills to check for leaks. We pray for

relief that they make the sewage problem along with the leak's repaired. All they did was jack us around.

9) We are going to get testing done to see if we got anything from this terrible smell and it laying on the basement floor. We just got a cat of my ex and from being down there is all skinny now. We never feel good.

10) We have been using 5,000 gallons a month where does that come from from only showering for 10 minutes. Compared to 3,500 when we moved in.

11) They are making up excuses and lies just as all attorney's do with these big companies and pick on the little guy. Other customer's aren't paying for it. PA WATER has a responsibility and that is to take care of the sewer and water line problems but failed to do so and want to make excuses that other customer's are paying for our water.

12) Most of those agreements were made through my ex who lived there for two years and was also behind on the mortgage which I had to take out a PHFA loan to save it. And they just don't want to spend the money and take the time to repair my problem but if it isn't don't soon I will file through the disability act for whatever I can. My rights were violated and none of us have been feeling well since.

13) Yes I am on disability with C.O.P.D, ASTHMATIC BRONCHITIS, HIGH BLOOD PRESSURE, OXYGEN, C-PAP, NEBULIZER and they will not make the repairs which is effecting my breathing even more.

I ask and request a hearing on this matter. I am ready to file a law-suit against them for the times they did shut the water off and made it even more unsanitary. The sewage is leaking from the outside in. We have been suffering from headaches, nausea, breathing, diarrhea, and so much more to list. These accusation's are not true and I do not ask for a dismissal. I want a hearing and time to retain a lawyer on this problem. If there sewage line was bad and leaking leaving sludge that need's shoveled And the smell really really bad what would they want? If you prefer come and check it out or I will send pictures. They were out plenty of times with the insurance but didn't do a darn thing rather than make excuses except one guy said they need to call Central Heating and Plumbing and said the outside wall would have to be knocked out and that was the last I heard. I have right's and constitutional right's and I request a hearing be scheduled on this matter.

Dated October 24th, 2012

Respectfully submitted
Mark A. Strohecker

 10-24-12

I Called Several Times
And had trouble getting
on E-File. I spoke to
SOLBAC otherwise it
would have been on time.
I was told to write
it and send it, I
tried to get help one
day and got answer
machine. And was
helped with E-File
BUT didn't work. I
need this reviewed please
and a hearing. →

CU

Thank You and there
also have been changes
in my income and
you know that.

God Bless
mark

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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