

Please send: Sec. Bureau
to

Wijaya, Meike

From: Fisher, Valerie
Sent: Friday, October 26, 2012 9:30 AM
To: Wijaya, Meike
Subject: FW: Informal Complaint Form



CB012-2324937

Importance: High

From: katobrien@pa.gov [<mailto:katobrien@pa.gov>]

Sent: Thursday, October 25, 2012 6:15 PM

To: Mayberry, Catherine; Fisher, Valerie; OBrien, Kathy; Flynn, Maureen; Wijaya, Meike; Hakes, James; Kean, Jason; Peechatka, Trent

Subject: Informal Complaint Form

Importance: High

Have you called the company about your complaint?: Yes

Name and address on the monthly bill or the name of the person applying for service:

Name: Mark strohecker

Street Address: 538 glen ave

City: ellwood city

State/Province: pa

County: lawrence

Zip/Postal Code: 16117

Country: USA

Mailing address if different than billing address.

Street Address:

City:

State/Province:

County:

Zip/Postal Code:

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SECRETARY'S BUREAU

Country:

Name of person filing the informal complaint or opinion, if different than the name in #2 above: mark strohecker

Telephone number at your home. Required unless you do not have a telephone. If the telephone service was turned off by the telephone company provide the number that is turned off. If you do not have a home telephone number then state home phone: 724-923-0680

Daytime telephone number where we can contact you: 724-0680

Name of your utility company: Pa American Water

Your account number with the utility company: c-2012-2324937

Summary of problem or summary of opinion: I filed a informal complaint and got a response back giving me 20 days to respond. Well i tried e-filing and i called on how to do it and it would not take my user name or passwrod and it said i was enrolled. This is putting me behind and i amd denying all allegations by there attorney and PAWC. They refused to repair my sewage which is backed up bad and also stinks making us sick. I called you Mrs. Chiavetta and i couldn't touch base nor did anyone tell me how to file it. So i request a extra 5 day's do to noone wantiung to help or answer the phone. I deny all matters and there lying. And if this can't be done i will file through the court.

Gross Household income: 864

Household income type - weekly, monthly, annual: Monthly

Number of Adults (18+): 2

Number of Children (under 18): 1

How do you want your complaint to be resolved: Get the PAWC to fix my backed up sewage cause i was buyiing the insurance and they said i wasnt paying but i was and when i filed my chapter 7 a year ago the still refused to fix but sent a guy out and still refused. And my whole in come changed,.

Approximate date you contacted the company: 7-2012

Summary of company response: Sorry you owe us a outstanding bill we cant do nothing. But when even with the chapter 7 not a penny was owed and still wouldnt. They were in contempt of the bankruptcy court for still trying to collect the money and ended up paying out. My docket 3 is c-2012-2324937. I deny there allegation's. Your e-filing kept failing on me. It said i was part of the enrollment and still messed up so i filed in the amount of time.

Your e-mail address: hitcher311@gmail.com

Sometimes the information we gather while investigating a complaint is useful in a PUC formal case or in a legal action by the PA Attorney General's Office. Do we have your permission to use information we gather during this investigation in a formal or legal action?: Yes

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