

COMMONWEALTH OF PENNSYLVANIA



OFFICE OF CONSUMER ADVOCATE

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January 23, 2014

Rosemary Chiavetta, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg.  
400 North Street  
Harrisburg, PA 17120

Re: Keith A. Tomkins  
v.  
Pennsylvania-American Water Company  
Docket No. C-2013-2398055

Dear Secretary Chiavetta:

Attached for electronic filing are the Notice of Intervention and Public Statement of the Office of Consumer Advocate in the above-referenced proceeding.

Copies have been served on the parties as indicated on the Certificate of Service.

Respectfully submitted,

*Kristine E Robinson*

Kristine E. Robinson  
Assistant Consumer Advocate  
PA Attorney I.D. #316479

Attachment

cc: Certificate of Service  
178610.doc

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Keith A. Tomkins, Complainant

v.

Pennsylvania American Water  
Company, Respondent

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Docket No. C-2013-2398055

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NOTICE OF INTERVENTION  
OF THE OFFICE OF CONSUMER ADVOCATE

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Pursuant to 71 P.S. §309-1, *et seq.* and 52 Pa. Code Section 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  
PA Attorney I.D. # 38308  
E-mail: [DDusman@paoca.org](mailto:DDusman@paoca.org)

Kristine E. Robinson  
Assistant Consumer Advocate  
PA Attorney I.D. # 316479  
E-mail: [KRobinson@paoca.org](mailto:KRobinson@paoca.org)

Office of Consumer Advocate  
555 Walnut Street, 5th Floor, Forum Place  
Harrisburg, PA 17101-1923

Respectfully submitted,



Kristine E. Robinson  
Assistant Consumer Advocate

DATED: January 23, 2014

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

Act 161 of the Pennsylvania General Assembly, 71 P.S. Section 309-1, *et seq.*, as enacted July 9, 1976, authorizes the Consumer Advocate to represent the interests of consumers before the Pennsylvania Public Utility Commission (“Commission”). In accordance with Act 161, and for the following reasons, the Consumer Advocate determined to file a Notice of Intervention and participate in the proceeding before the Commission involving the Formal Complaint filed by Keith A. Tomkins of 211 Warren Street, West Pittston, PA against Pennsylvania American Water Company (“PAWC”).

The Formal Complaint alleges that Mr. Tomkins received an inaccurate water bill for 12,000 gallons of water in September 2013. The Formal Complaint further alleges that a PAWC representative tested the water meter, determined that its measurements were accurate, and told Mr. Tomkins that he would have to pay the bill. Mr. Tomkins, however, alleges that after the meter was replaced, his bills reflected the usual amount of water consumption prior to September 2013. In the Formal Complaint, Mr. Tomkins also raises concerns about water quality, the billing cycle, and customer service.

The Consumer Advocate has intervened in this proceeding in order to investigate the Formal Complaint filed by Keith A. Tomkins. Through its participation, the Consumer Advocate seeks to ensure that fair consideration is given to the issues raised. The Consumer Advocate also seeks to ensure that PAWC fulfills its obligation to provide safe, adequate, and reliable service to its customers pursuant to the Public Utility Code, 66 Pa.C.S. §1501.

CERTIFICATE OF SERVICE

Re: Keith A. Tomkins  
v.  
Pennsylvania-American Water Company  
Docket No. C-2013-2398055

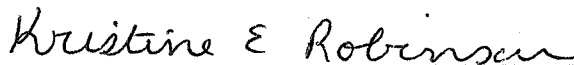
I hereby certify that I have this day served a true copy of the foregoing Notice of Intervention and Public Statement upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a participant), in the manner and upon the persons listed below:

Dated this 23<sup>rd</sup> day of January 2014.

SERVICE BY FIRST CLASS MAIL, POSTAGE PREPAID

Michael A. Gruin, Esquire  
Stevens & Lee  
17 North Second Street, 16<sup>th</sup> Floor  
Harrisburg, PA 17101

Keith A. Tomkins  
211 Warren Street  
West Pittston, PA 186473



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