

ORIGINAL

R-00028060C0001

BTL

230084

Formal Complaint Form
Pennsylvania Public Utility Commission

SECRETARY'S BUREAU

2003 MAR 17 AM 9:33

RECEIVED

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

M. L. Bytsura
232 Four Seasons Drive
Drums, PA 18222

Name _____

Street/P.O.Box _____ Apt # _____

City _____ State _____ Zip _____

County LUZERNE Area Code/Home Phone 570 788 6249

Area Code/Work Phone _____

2. Name of company your complaint concerns:

TESI Total Environmental Solutions Inc

3. What is your complaint? (Use additional paper if need more space).

DO NOT WANT ANOTHER PAYMENT INCREASE
EXPLANATION OF RATE INCREASE REQUEST ^{\$25 to \$30}
(I'M CURRENTLY PAYING 19⁸⁸ MONTHLY WATER & 33³⁷ MONTHLY SEWER)

4. What do you want the Public Utility Commission to do about your complaint?

(Use additional paper if need more space).

DENY RATE INCREASE - Explain how
Company can request rate ↑ to 30⁰⁰ when
I'm already paying 33³⁷ monthly -

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Mary Bytsura 3-14-03
Signature Date

Continued on next page

APR 16 2003

DOCKETED

DOCUMENT FOLDER

Note - I already filed informal complaint via "e-mail", but Mr. French could not answer questions @ rates - Thank you.

24

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P O BOX 3265, HARRISBURG PA 17105-3265

BTL

DATE SERVED: APRIL 17, 2003

~~C-20039854~~

R-00028060C0001

TOTAL ENVIRONMENTAL SOLUTIONS
T/A FRMLY RIVIERA & FOUR SEASON
PO BOX 14056
BATON ROUGE LA 70898

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MARY L. BYTSURA. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

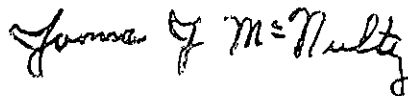
APRIL 17, 2003

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,



James J. McNulty
Secretary

dbb

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: APRIL 17, 2003

MARY L. BYTSURA
Complainant

DOCUMENT
FOLDER

VS.

TOTAL ENVIRONMENTAL SOLUTIONS
Respondent

Complaint Docket

No: ~~C-20039854~~

R-000280600001

DOCKETED

APR 16 2003

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: TOTAL ENVIRONMENTAL SOLUTIONS

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and two copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

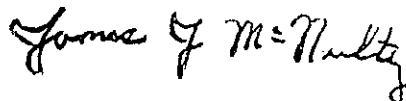
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which

prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG PA 17105-3265

BTL

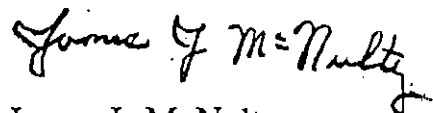
April 22, 2003

TO ALL PARTIES

This letter is to advise that Docket Number C-20039854 has been re-docketed to R-00028060C0001. Please change your records accordingly.

We are sorry for any inconvenience this may have caused you.

Very truly yours,



James J. McNulty

DOCKETED

JUN 3 2003

DOCUMENT
FOLDER

dbs

2. Article Number



7106 4575 1293 1581 3446

3. Service Type **CERTIFIED MAIL**

4. Restricted Delivery? (Extra Fee) **Yes**

1. Article Addressed to:

~~E-20037854~~ R-00028060C0001
TOTAL ENVIRONMENTAL SOLUTIONS
T/A FRMLY RIVIERA & FOUR SEASON
PO BOX 14056
-BATON ROUGE -LA 70898

FC

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly)

R. B. Varnado

B. Date of Delivery

4/24/03

C. Signature

x R B Varnado

Agent

Addressee

D. Is delivery address different from item 1?

Yes

No

If YES, enter delivery address below:

KJR



Domestic Return Receipt