

(Appendix-III)

(Voice-mail of John Kennedy dated 12/18/13 2:12 PM)

Transcribed by Google Voice

Count Four

The Respondent denies that the restoration of service on December 18, 2013 violated 52 Pa. Code § 56.115. The Respondent specifically avers that the provisions of Section 56.115 were never relevant since the Complainant's service was not restored because of valid med cert; service was restored because of a business decision of the Company.

The Respondent specifically denies that the restoration of service on December 18, 2013 was an admission that service had been "illegally" terminated. The Company specifically avers that it made a business decision on December 16, 2013, in keeping with the letter and spirit of Chapter 56, to restore service while it investigated the conflicting information on the presented med cert.

By way of further answer, the Respondent denies that the voice message left by a Company representative on December 16, 2013, to schedule the restoration appointment constituted an admission of any wrongdoing or liability. Strict proof substantiating this allegation is demanded at hearing. The Company requires that an adult be present at the Service Location when water is restored; the purpose of the call was to schedule that appointment. The Complainant did not respond to the Company's voice message until December 18, 2013.



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+16105251400 [Add](#) - Bryn Mawr, PA
12/18/13 2:12 PM 18 months ago

Inbox

Good Afternoon Mr. Nellom, My name is John Kennedy. I'm calling on behalf of are co America. Your order company IN receipt of your emails that you sent with tollifson and your medical form update. It's very important that i really i reach you. I want to get your service on today, but I need to talk to you prior to doing that. My direct number is (610) 520-6318. We just need to make sure that somebody is home at the property. So I need to talk to you this to set everything up. Thank you very much. Please call me back as soon as possible so I can get the phone today normally after. 3 o'clock. I may not be able to get the phone all have to be tomorrow, but call me back as soon as possible from out at my desk, I have a voicemail and I will call you back immediately. Thank you. (edited)

00:54

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