

April 11, 2016

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

APR 11 2016

RECEIVED

GERALD A HUBER

VS

AQUA PENNSYLVANIA, INC

COMPLAINT DOCKET  
NO. C-2016-2533867

RESPONSE TO ANSWER FROM AQUA PENNSYLVANIA, INC

We believe the it is fairly obvious that an actual Aqua employee has never fully investigated this complaint not ever visited the site of this address.

1. The water meter was at 702 E 5<sup>th</sup> Street, Mount Carmel, PA (pic included). 704 E 5<sup>th</sup> Street is an automotive business and uses a water buffalo. There is also a bill from the Mount Carmel Municipal Authority showing the sewer bill is at 702 E. 5<sup>th</sup> Street, Mount Carmel, PA.
4. If Aqua avers that the water service was shut off at the curb in August, 2013 why did Gerald pay almost \$400 in Feb 13, 2014 and why are there multiple water bill in Margaret Kursavage's name for 2015?
- 5 Since all connections and the meter were at **702 E 5<sup>th</sup> Street**, I see no reason the service could not be restored. The service at 337 Locust Street was not closed but changed into the ex-wifes name. David Huber's address was 702 E 5<sup>th</sup> Street. Huber's Automotive's address was 704 E 5<sup>th</sup> St. not David's. Aqua is not requiring Gerald to pay any costs related to the 2013 termination **now** because they already required it in December 2014 when Gerald had to pay both David's water and sewer delinquencies in order for Aqua to agree to hook the water service.

Gerald did **not** deny access to 704 E 5<sup>th</sup> Street. A gentleman pulled up in a red pickup truck with no ID, and no label on the truck and asked to access meter at 704. Another gentleman visiting Gerald took the man over to 704 and they both walked the entire property in and out. When they then approached Gerald that they could not find the meter, Gerald informed them that they were looking in the wrong place and that the meter was in the house at 702 but that he needed to leave immediately because the police had called Gerald to tow a car from the scene of an accident. Gerald told the gentleman (Aqua employee?) to come back later. Instead he tore out of the drive way and never returned.

Gerald denies tampering with Aqua's equipment. Upon the first phone call to Aqua, Gerald was told they use private contractors to dig up their pipes. Gerald asked if they could use their own private contractor who had a license and the Aqua employee said he would get back to him. Gerald placed several unanswered phone calls to an Aqua

employee (named Tom), who had given his cell phone number to Gerald's daughter, in an attempt to have the service stand pipe restored. From December 2014 til April 2015 no one from Aqua contacted Gerald. A local official from Mount Carmel left a message that if they did not hear back from Tom in two weeks they would assume if was all right the use Gerald's own private contractor and they would then call them to turn on the service. Gerald called to have them turn it on and instead Aqua send out another private contractor and not only dug up the cemented pipe but another piece of the water line that previously fed 702 E. 5<sup>th</sup> Street.

Aqua has no formal office at which customers can reach them to try to resolve matters. No one returns calls. In the heretofore stated response, Mary McFall Hopper said to contact her. I have tried over 10 times in 5 days to reach her. Her answering machine says " I am either away from my desk or on another line". I left a message each time and even offered to go to Philly to meet with her on Monday (4-11-16) and still no response.

FACT-no meter was ever at 704 E 5<sup>th</sup> Street

FACT-meter was removed April 2015 from 702 under false pretenses

FACT-Gerald had nothing to do with tampering the meter

FACT-Gerald should not have been made to pay David's bill

FACT-There is **no** residence at 704 E5th Street

FACT-There **is** a residence at 702 E 5<sup>th</sup> Street and all water pipes and meter placement are to 702 E 5<sup>th</sup> Street

FACT- Aqua is denying a person of low income and mental disabilities access to water.

PA law states water service can be shut off without notice for

1. stealing utility service-Gerald did not
2. getting service through fraud-Gerald did not
3. tampering with meter- Gerald did not tamper with the meter only replaced drop down pipt to help and hurry along Aqua's reconnecting his water service and once he did he left a message to come turn it on.
4. No response
5. No responseE
- 6.

While everyone sits around trying to argue 702, 704 for the last year and a half, Gerald has had to sleep on his daughters couch in a small house with 4 other people. Surely he deserves a fast and just decision to be able to finally have his own house. This litterly makes him homeless because of apathetic people.

Gerald Huber  
702 E Fifth St  
Mount Carmel, PA 17851

CC Mary McFall Hopper  
Sheriff Deleware County  
Legal Counsel to Aqua Water Pennsylvania

500.00  
59.80  
380.00

HUBERS AUTOMOTIVE LLC  
HUBERS AUTOMOTIVE  
C/O GERALD A HUBER SOLE MBR  
704 EAST FIFTH STREET  
MOUNT CARMEL PA 17851

LET THE EQUITY IN YOUR HOME WORK FOR YOU. CALL US TOLL FREE AT 1-877-786-5805 TO CHECK OUT OUR LOW HOME EQUITY LOAN & LINE OF CREDIT RATES.

\*\*VISIT US ON THE WEB - www.unbmountcarmel.com\*\*

PRIMARY ACCT: ~~XXXXXXXXXX~~ STATEMENT PERIOD: 01/28/2014 - 02/27/2014

SUMMARY:

ACCOUNT NUMBER	PREVIOUS BALANCE	TOTAL DEBITS	TOTAL CREDITS	SERVICE CHARGE	ENDING BALANCE
<del>XXXXXXXXXX</del>	138.43	15 1,757.06	3 1,687.90	.00	
DEMAND DEPOSIT	142308401				27 00/00 02

-- DEPOSITS AND MISCELLANEOUS TRANSACTIONS --

Deposit		420.00+	01/29
Deposit		967.90+	01/30
ACH Withdrawal	70.31-		02/04
	DIRECTV [TEL] DIRECTV		
ACH Withdrawal	318.40-		02/05
	PP [CCD] ELEC BILL		
ACH Withdrawal	397.85-		02/13
	AquaPA [WEB] OnlinePMT		
ACH Deposit		300.00+	02/19
	GLOBAL PAYMENTS [CCD] GLOBAL DEP		
ACH Withdrawal	16.05-		02/19
	RR DONNELLEY [PPD] CHK ORDERS		
Overdraft Charge	35.00-		02/19
ACH Withdrawal	32.57-		02/20
	CVS CAREMARK [BOC] 8007467287 CHECK #: 151		

1151.00  
135.80  
1830  
1847.92  
44.38

-- CHECKS --

NUMBER	AMOUNT	DATE	NUMBER	AMOUNT	DATE	NUMBER	AMOUNT	DATE
	100.00	01/31 ✓		60.00	02/07 ✓		413.20	02/19
	40.00	02/03 ✓		45.00	02/10		32.57	02/24
	96.11	02/06 ✓		60.00	02/14 ✓	152	40.00	02/21 ✓

CONTINUED ON PAGE ... 2

1847.92  
1687.90  
160.02

1983.16  
135.24  
1847.92

NOTE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION





MARGARET KURASAVAGE  
704 E FIFTH ST  
MOUNT CARMEL, PA 17851

ACCOUNT NUMBER  
**002184883 0799077**  
ROARING CREEK  
1157150 PWSID # PA4490024

Aqua Pennsylvania, Inc.  
704 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**  
Fax: **866.780.8292**  
[www.aquaamerica.com](http://www.aquaamerica.com)

Questions about your water service?... Contact us before the due date.  
Bill Date **July 30, 2015** Total Amount Due **\$ 46.40** Current Charges Due Date **August 21, 2015**

**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
68596955	5/8	06/16/15	13	Estimated	307800	0	Gallons
		06/03/15		Estimated	307800		
Total Days: 13				Total Usage:		0	Gallons

**Billing Detail**

Amount Owed from Last Bill ..... \$ 55.47  
 Total Payments Received..... 0.00  
**Remaining Balance** ..... **55.47**  
 Adjustments ..... 16.00 Credit  
 Customer Charge..... 6.93  
 Total Water Charges ..... 6.93  
**Amount Due**..... **\$ 46.40**

**Message Center** (see reverse side for other information)

- This is your final bill for service at this property.
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at [www.aquaamerica.com](http://www.aquaamerica.com).

WP-515-B-0

Keep top portion for your records.  
Return this portion with your payment.

**AQUA Water Bill**

Aqua Pennsylvania, Inc. Final  
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:  
MARGARET KURASAVAGE  
704 E FIFTH ST  
MOUNT CARMEL, PA 17851

**PLEASE DO NOT REMIT PAYMENT TO THE ABOVE ADDRESS**

Cyc=15R4 1up=1611568

Seq=57

\*\*\*\*\*AUTO\*\*MIXED AADC 197 C 2 P 2  
MARGARET KURASAVAGE  
704 E 5TH ST  
MOUNT CARMEL PA 17851-2458

Account Number - Please print on your check  
**002184883 0799077**

Amount Due **\$ 46.40** Current Charges Due Date **August 21, 2015**

Amount Enclosed

\$

Please make check payable to  
**Aqua PA**

...to <http://account.penncredit.com> to make payment or contact our office to pay over the phone. Contact our office if you are unable to pay the amount due.

If you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice that you dispute the validity of this debt or any portion thereof, this office will obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request this office in writing within 30 days after receiving this notice this office will provide you with the name and address of the original creditor, if different from the current creditor.

This is an attempt to collect a debt by a debt collector and any information obtained will be used for that purpose. The important rights included above apply to each account individually and you have the right to dispute any or all of the accounts included in this notice. In the event you choose to exercise your important rights included above please indicate which account(s) you are disputing.

SERVICE RENDERED	SERVICE DATE	ACCOUNT NUMBER	BALANCE
704 E FIFTH ST DELINQUENT UTILITY BILL	2015/07/30	0021848830799077	\$46.40



DETACH AND RETURN WITH PAYMENT TO EXPEDITE CREDIT TO YOUR ACCOUNT

P.O. Box 1259, Department 91047  
Oaks, PA 19456

CHANGE SERVICE REQUESTED



IF PAYING BY VISA, MASTERCARD OR DISCOVER, FILL OUT BELOW	
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD
<input type="checkbox"/> DISCOVER	
CARD NUMBER	EXP. DATE
SIGNATURE	AMOUNT

Visit <http://account.penncredit.com> to pay your bill online.

Payments received by check will be electronically deposited, unless you pay by non-consumer type check. You may opt out of this program by paying with a money order or a travelers check. In the unlikely event your check (payment) is returned unpaid, we may elect to electronically (or by paper draft) re-present your check (payment) up to two more times. You also understand and agree that we may collect a return processing charge by the same means, in an amount not to exceed that as permitted by state law.

ID NUMBER: C3616792 10/02/15



91203 - 1589

MARGARET KURASAVAGE  
704 E 5TH ST  
MOUNT CARMEL PA 17851-2458

PENN. CREDIT  
916 S 14th ST  
PO BOX 988  
HARRISBURG PA 17108-0988



001653



1 of 1

9120

PA 630754

Keep top portion for your records.  
Return this portion with your payment.

# AQUA Water Bill

Aqua Pennsylvania, Inc.  
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:  
**MARGARET KURASAVAGE**  
704 E FIFTH ST  
MOUNT CARMEL, PA 17851

Account Number - Please print on your check

**002184883 0799077**

Amount Due

**\$ 7.47**

Current Charges Due Date

**April 30, 2015**

Amount Enclosed

\$

Please make check payable to

**Aqua PA**

**MAIL TO ADDRESS ON BACK OF THIS STATEMENT**

**PLEASE DO NOT REMIT PAYMENT TO THE ABOVE ADDRESS**

Cyc=15R4 1up=1575822

10089 1 AV 0.381  
Seq=10089

**\*\*AUTO\*\*SCH 5-DIGIT 17872 C 28 P 29**  
MARGARET KURASAVAGE  
704 E 5TH ST  
MOUNT CARMEL PA 17851-2458



00218488307990770000000007476



D:1-2

1 of 1

180010

# Responsible Utility Customer Protection Act

The General Assembly passed and the Governor signed House Bill 939/Act 155 of 2014, to authorize the 10-year-old "Responsible Utility Customer Protection Act," Chapter 14 of the Public Utility Code for another 10 years. The new law revised some Chapter 14 provisions related to low-income programs, protection from Abuse Orders and medical certificate filings, and added some new regulations and reporting requirements. Chapter 14 rules apply to cash deposits; reconnection of service; termination of service; payment arrangements; and the filing of termination complaints by consumers for electric, gas and waste. Under the law, a customer can only establish one payment arrangement with the PUC. The utility company has the discretion to offer more than one payment arrangement. The Public Utility Commission will work beginning in early 2015 to implement the new law with new and amended regulations, and continue to work with all parties to ensure compliance with the law, as well as protect the health and safety of Pennsylvanians. The Act protects responsible bill-paying customers from rate increases attributable to the uncollectible accounts of customers that can afford to pay their bills, but choose not to pay.

This fact sheet is designed to provide you with very important information regarding how the Act affects you and your utility service.

Your utility company can **SHUT OFF** your service if you **FAIL** to do the following:

- ✓ PAY YOUR BILL
- ✓ FOLLOW THROUGH ON PAYMENT ARRANGEMENTS
- ✓ PAY A DEPOSIT, IF REQUIRED
- ✓ ALLOW THE COMPANY ACCESS TO ITS EQUIPMENT

Before your service is shut off, your utility company will take the following steps:

- Send you a 10-Day Notice. Once you get the notice, the utility company has up to 60 days to shut off your service.
- Attempt to contact you three days prior to your shut-off date.
- During winter months (December 1 through March 31), if the utility company cannot reach you at the time of termination, they will leave a 48-hour notice at your residence.

### Medical Certification

Your utility service will not be shut off if you or someone living in your home is certified as seriously ill by a licensed physician, physician's assistant or nurse practitioner. The utility company will require you to provide a letter from a licensed physician, physician's assistant or nurse practitioner, stating that shutting off your utility service will harm the ill person in the home.



The initial medical certification can be up to 30 days, with renewals possible.

You are still responsible to pay your bill even if there is a medical certificate for someone in your home.

The utility company can **SHUT OFF YOUR SERVICE WITHOUT GIVING YOU NOTICE** for the following reasons:

- ✓ STEALING UTILITY SERVICE
- ✓ GETTING SERVICE THROUGH FRAUD
- ✓ TAMPERING WITH YOUR METER
- ✓ UNSAFE SERVICE CONDITIONS
- ✓ GIVING THEM A BAD CHECK TO STOP TERMINATION

**YOUR UTILITY SERVICE CAN BE SHUT OFF ANY WEEKDAY, EXCEPT FRIDAY.**

If your service is shut off, the utility company will leave a notice telling you what you need to do to get your service restored.

### Winter Termination

Your utility service can be shut off during the winter months (December 1 through March 31) without the PUC's prior approval if you fail to be a responsible utility customer, and provided that your household's income exceeds 250 percent of the federal poverty level (for customers of the Philadelphia Gas Works, the income exceeds 150 percent of the federal poverty level). The utility company will give you notice first and allow you the opportunity to contact them to make arrangements to avoid termination. If your income is low, you may qualify for special programs and termination protections. Please call your utility to see if you qualify.

Size of Household	150% of Poverty	250% of Poverty
1	\$1,485	\$2,475
2	\$2,003	\$3,338
3	\$2,520	\$4,200
4	\$3,038	\$5,063
For each additional person, add	\$520	\$867

Note: Monthly Federal Poverty Income Guidelines are updated every February.

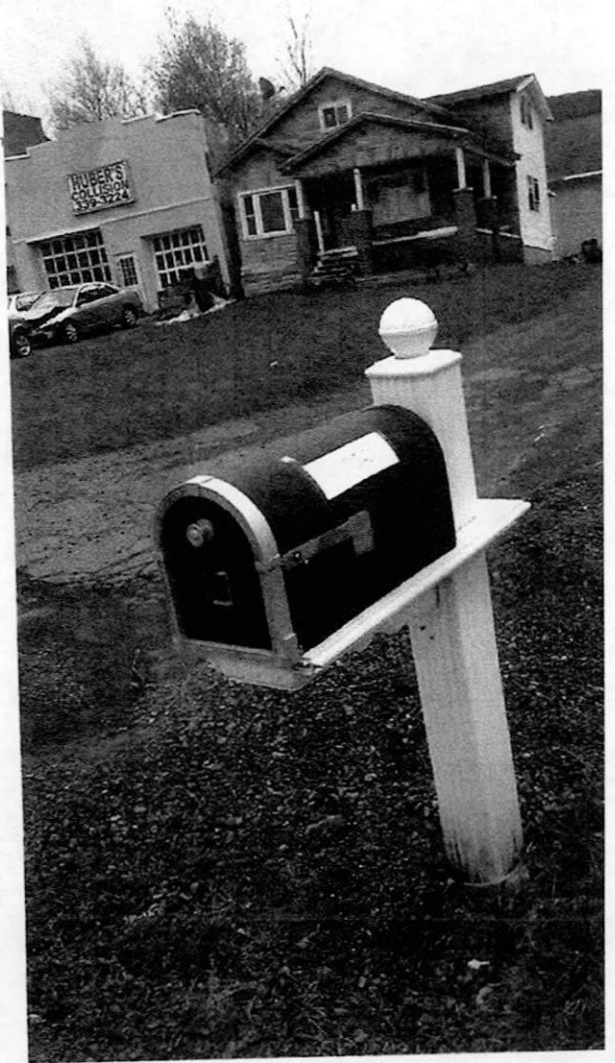
Source: Federal Register



Basement of 702 E 5th St  
(Mt Carmel)

Art Friend

Ph

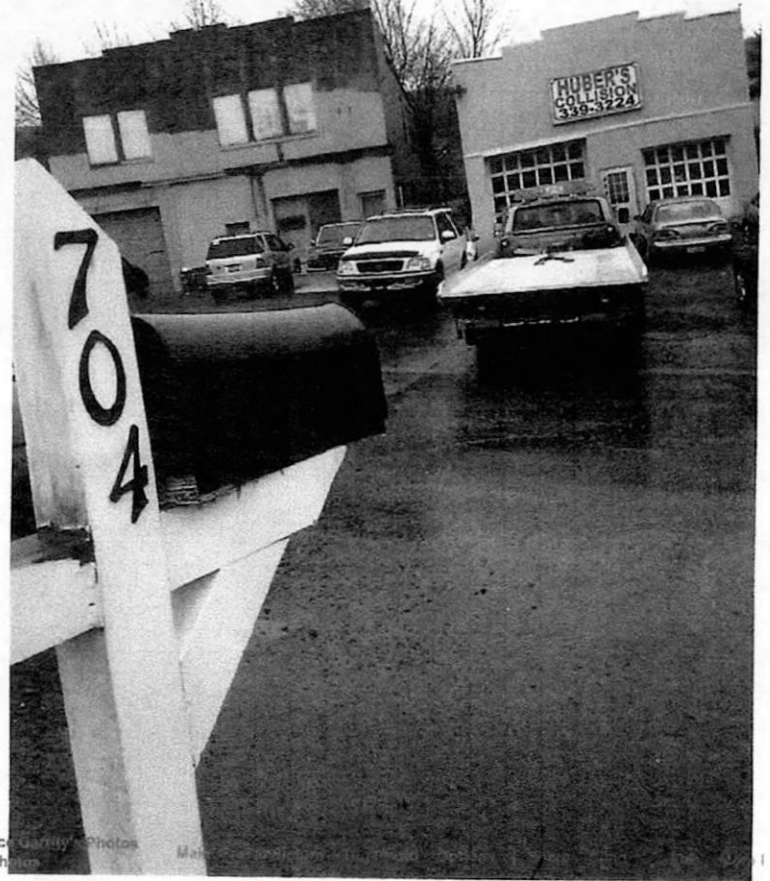


Add Friend

Photo

Photos of You

Search



MaryAlice Garity Photos  
in iOS Photos

I, Gerald Huber, hereby give my permission to my sister, Mary Alice Garrity, to speak and help on my behalf for all matters concerning the PUC and Aqua Water.

If need be I can be reached at 1 570 486 9408

Thank you



---

Gerald Huber

4-11-16  
April Shankweiler

COMMONWEALTH OF PENNSYLVANIA  
Notarial Seal  
April Shankweiler, Notary Public  
Mount Carmel Boro, Northumberland County  
My Commission Expires Dec. 23, 2016  
MEMBER, PENNSYLVANIA ASSOCIATION OF NOTARIES

Mary Alice Garrity  
223 Shamrock Rd.  
Paxinos, PA 17860-7502



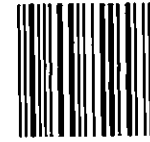
Gerald Huber  
702 E 5<sup>th</sup> ST  
MTCARMEI, PA 17851



7015 0640 0003 8210 7963



1000



17105

U.S. POSTAGE  
PAID  
MOUNT CARMEL, PA  
17851  
APR 11, 16  
AMOUNT  
**\$7.36**  
R2305K141061-15

Public Utility Commission

PO Box 3265

Harrisburg, PA 17105-3265

Complaint Docket  
No C-2016-2533867

Pennsylvania PUC

APR 12 2016

Consumer Services  
CAC Division