

Certificate Of Service

I do Herby Certify That I have This Day 02 October 2016 I Have Served a true And correct copy of the Answer to Suez's answer form 30 September 2016 upon The person's and manner Set Forth Below.

Via Fax Answer to answer of Complaint

Thomas T Niesen
Thomas, Niesen & Thomas LLC
212 Locust Street
Suite 600
Harrisburg, PA 17101
The Honorable Jeffery A. Watson
Piatt Place
Suite 200
301 5th Avenue
Pittsburg, Pa 15222



Ross E. Schell

02 October 2016

To: The Pa Public Utility Commission Secretary
400 North Street
Harrisburg, PA 17120

From: Ross E. Schell
203 Knollwood Drive
Harrisburg, PA 17109-5515
PH# 717-651-0824
Fax# same but call First.

To whom this concerns:

C-2016-2566322

Answer to answer

I have been paying for water that is to meet the standards of the clean water act and Pa 52 5101

1501. Character of service and facilities. Every public utility shall furnish and maintain adequate, efficient, safe, and reasonable service and facilities, and shall make all such repairs, changes, alterations, substitutions, extensions, and improvements in or to such service and facilities as shall be necessary or proper for the accommodation, convenience, and safety of its patrons, employees, and the public. Such service also shall be reasonably

continuous and without unreasonable interruptions or delay. Such service and facilities shall be in conformity with the regulations and orders of the commission. Subject to the provisions of this part and the regulations or orders of the commission, every public utility may have reasonable rules and regulations governing the conditions under which it shall be required to render service. Any public utility service being furnished or rendered by a municipal corporation beyond its corporate limits shall be subject to regulation and control by the commission as to service and extensions, with the same force and in like manner as if such service were rendered by a public utility. The commission shall have sole and exclusive jurisdiction to promulgate rules and regulations for the allocation of natural or artificial gas supply by a public utility.

With dirty water coming into my house I do not think it even matches the above law. I have proved with my previous complaints and Suez has admitted I have had dirt in my water.

5. I know this is wrong but I still think since this is has been going on for at least 12 years I think they should refund me part of the bills for water I received over the last 12 years. For not complying with the Law.



Ross E. Schell

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Ross E. Schell



THOMAS, NIESEN & THOMAS, LLC

Attorneys and Counsellors at Law

THOMAS T. NIESEN
Direct Dial: 717.255.7641
tniesen@tntlawfirm.com

September 30, 2016

Via Electronic Filing

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
P. O. Box 3265
Harrisburg, PA 17105-3265

In re: Docket No. C-2016-2566322
Ross E. Schell v. Suez Water Pennsylvania Inc.

Dear Secretary Chiavetta:

We are counsel for Suez Water Pennsylvania Inc. in the above matter and are submitting via electronic filing the Company's Answer to the Complaint of Ross E. Schell. A copy of the Answer is being served in accordance with the certificate of service attached to it. Please enter our appearance for Suez Water Pennsylvania Inc.

Very truly yours,

THOMAS, NIESEN & THOMAS, LLC

By

Thomas T. Niesen

cc: Certificate of Service (w/encl.)
Judith A. McCoy Jordan (via email, w/encl.)

160930-Chiavetta (Ans to Compl).wpd

**Before The
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

ROSS E. SCHELL,	:	
Complainant	:	
	:	
v.	:	Docket No. C-2016-2566322
	:	
SUEZ WATER PENNSYLVANIA INC.,	:	
Respondent	:	

ANSWER TO COMPLAINT

AND NOW, comes Suez Water Pennsylvania Inc. (“Suez”), by its attorneys, and, pursuant to 52 Pa. Code § 5.61, in *seriatim* fashion, answers the Complaint of Ross E. Schell (“Complainant”), as follows:

1. Admitted.
2. Admitted with the clarification that Respondent’s name is Suez Water Pennsylvania Inc.
3. Admitted.
4. Denied. Suez denies that Complainant has been incorrectly charged and further denies that Complainant is having a reliability, safety, quality or other problem with his water service. In support of his Complaint, Complainant provides a copy of a letter dated September 9, 2016, from Ross E. Schell to the Secretary of the Public Utility Commission. The letter discusses conversations between Complainant and Suez concerning “dirty water” and claims that his meter is reading wrong while acknowledging that he has not seen an increase in his bills for water service. The letter concludes with the

statement that the “[c]omplaint is about billing and meter reading” since the installation of “the new meter in April of this year.”

Contrary to Complainant’s concern with billing and meter reading, Suez is furnishing adequate, efficient, safe and reasonable water service consistent with the requirements of Section 1501 of the Public Utility Code. Suez obtains an Automatic Meter Reading (AMR) of Complainant’s monthly water usage. Suez installed the AMR in April 2016 as part of a meter pit construction at the location. Meter reading by an AMR is deemed to be an actual meter reading for the purpose of Chapter 56. 52 Pa. Code Section 56.2 – *AMR – Automatic meter reading*. The meter is accurately recording Complainant’s water usage and Complainant is being accurately billed for the water he uses.

5. Paragraph 5 of the Complaint is a request for relief for which no answer is required. If answer is deemed necessary, Suez denies that Complainant should have a \$50,000 fine paid to him and further denies that Complainant is entitled to a period of no bills. Suez is furnishing adequate, efficient, safe and reasonable water service consistent with the requirements of Section 1501 of the Public Utility Code.

6. Admitted. Suez is not aware of any Protection from Abuse Order that would be relevant to this matter and agrees with Complainant’s averment that no such Order exists.

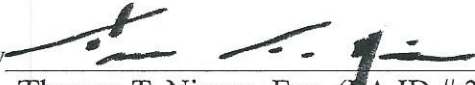
7. Admitted in part and denied in part. Suez admits that this Complaint is not an appeal from a decision of the Commission’s Bureau of Consumer Services. Complainant avers that he spoke to Suez about this Complaint and describes those discussions as “[n]othing keep saying the same thing.” In any discussions it would have

had with Complainant, Suez would have explained that Complainant's concern with billing and meter reading is unfounded.

8. Paragraph 8 of the Complaint presents no factual averment and does not identify any legal representative for Complaint in this matter. No answer is required.

WHEREFORE, for the reasons set forth above, Suez Water Pennsylvania Inc. requests that the Pennsylvania Public Utility Commission dismiss the Complaint of Ross E. Schell at Docket No. C-2016-2566322.

Respectfully submitted,

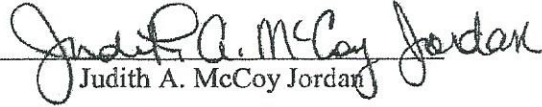
By 
Thomas T. Niesen, Esq. (PA ID # 31379)
THOMAS, NIESEN & THOMAS, LLC
212 Locust Street, Suite 600
Harrisburg, PA 17101
Tel: 717-255-7600

*Attorney for Respondent
Suez Water Pennsylvania Inc.*

DATED: September 30, 2016

VERIFICATION

I, Judith A. McCoy Jordan, Customer Service Manager of Suez Water Pennsylvania Inc., hereby state that the facts set forth in the foregoing Answer to Complaint are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. §4904 (relating to unsworn falsification to authorities).


Judith A. McCoy Jordan

Before The
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ROSS E. SCHELL, :
Complainant :
v. : Docket No. C-2016-2566322
SUEZ WATER PENNSYLVANIA INC., :
Respondent :

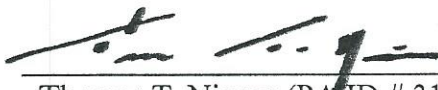
CERTIFICATE OF SERVICE

I hereby certify that I have this 30th day of September, 2016, served a true and correct copy of the foregoing Answer to Complaint upon the persons and in the manner set forth below:

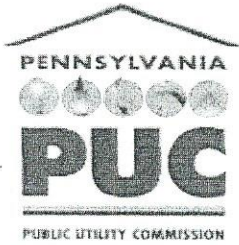
VIA FIRST CLASS MAIL, POSTAGE PREPAID

Ross E. Schell
203 Knollwood Drive
Harrisburg, PA 17109

The Honorable Jeffrey A. Watson
Administrative Law Judge
Pennsylvania Public Utility Commission
Piatt Place
Suite 220
301 5th Avenue
Pittsburgh, PA 15222



Thomas T. Niesen (PA ID # 31379)



PENNSYLVANIA
PUBLIC UTILITY COMMISSION

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Print this page for your records. The date filed on will be the current day if the filing occurs on a business day before or at 4:30 PM Harrisburg, PA time. It will be the next business day if the filing occurs after 4:30 PM Harrisburg, PA time or on weekends or holidays.

*If your filing **exceeds 250 pages**, you are required to submit one paper copy of the filing within 3 business days of submitting the electronic filing. This paper copy can be mailed to: Secretary, Pennsylvania Public Utility Commission, Commonwealth Keystone Building, 400 North Street, 2nd Floor, Harrisburg, PA 17120 . Please print a copy of this page and attach it to the paper copy of your filing as the first page.*

eFiling Confirmation	
Docket Number:	C-2016-2566322
Description:	Ross E. Schell v Suez Water Pennsylvania Inc.
Transmission Date:	9/30/2016 1:05:05 PM
Filed On:	9/30/2016 1:05:05 PM
eFiling Confirmation Number:	1652039

Uploaded File List

File Name	Document Class	Document Type
Suez Water Answer to Schell Complaint - C-2016-2566322.pdf	Communication	Answer to Formal Complaint

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