

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 11/02/06
8. DOCKET NO: C-20067038	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MINOR, SAMUEL F.

RESPONDENT/APPLICANT: PA-AMERICAN WATER CO

COMP/APP COUNTY: WASHINGTON

UTILITY CODE: 212285

ALLEGATION OR SUBJECT

COMPLAINANT STATES THE WATER COMPANY FAILED TO READ METER ON NEW INSTALLATION FOR THREE MONTHS CAUSED A BREAK IN WATER LINE TO NOT BE IDENTIFIED. THE COMPANY MADE ADJUSTMENTS FOR THE EXCESSIVE CHARGE AND THEN REVERSED AND THEY HAVE BEEN UNABLE TO RECONCILE.

DOCUMENT
FOLDER

DOCKETED
NOV 07 2006

ORIGINAL

Formal Complaint Form

RECEIVED
2006 NOV -2 PM 1:18
SECRETARY'S OFFICE

Please print or type.

C-20067038

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Samuel F. Minor (THE SPRINGHOUSE)

Street/P.O. Box 1531 RT 136 Apt # _____

City WASHINGTON State PA Zip 15301

County WASHINGTON

Area Code/HOME Phone 724-228-3339

Area Code/WORK Phone CELL 412-736-0551

Utility Account Number 241553812-9
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name SAMUEL F. MINOR

Street/P.O. Box 1515 RT 136

City WASHINGTON State PA Zip 15301

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PENNSYLVANIA AMERICAN WATER

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER
(taxi, moving company, limousine)

19

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.

Other. *WATER COMPANY (PAAWC) FAILURE TO READ METER ON NEW INSTALLATION FOR THREE MONTHS (explain) CAUSED BREAK IN WATER LINE TO NOT BE IDENTIFIED. COMPANY (PAAWC) MADE ADJUSTMENT TO EXCESSIVE CHARGE THEN REVERSED AND WE HAVE BEEN UNABLE TO RECOVER*

B. State the facts of your complaint. Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

ATTACHED SEPTEMBER 26 LETTER PROVIDES DETAILED EXPLANATION OF COMPLAINT COPY OF BILLING, CREDIT, & REVERSAL ALSO ATTACHED

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

WISH TO REACH AMIABLE RESOLUTION OF CHARGES. WE ARE WILLING TO PAY ONE MONTHS CHARGE WHEN ACTUAL READINGS SHOULD HAVE BEEN MADE.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I SAMUEL F. MINOR, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Samuel F. Minor
(Signature)

10-27-06
(Date)

9. **LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number. *NOT AT THIS TIME.*

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. **FILING**

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

September 26, 2006

Samuel F. Minor
1531 Rt. 136
Washington, PA 15301

PA Public Utility Commission
Attn: Terry Seaver, Utility Complaint Investigator
PO Box 3265
Harrisburg, PA 17105-3265

Dear Terry Seaver,

I am, with this letter, filing a formal complaint with the PUC for release of the charges to us as previously requested in my informal complaint as made by phone on Oct. 6, 2005.

At that time, I verbally outlined in considerable detail the basis for the complaint with Mr. Sean Frederick in Case # 1992464. At that time, Mr. Frederick informally indicated that we had a good basis for the filing of the complaint. He also indicated at the time that we would hear from an investigator within the next 30-60 days.

Also in the discussion with Mr. Frederick, I asked if it would be helpful if we would provide a written explanation of the information I provided to him in this phone conversation. He felt that this was not necessary and he indicated that he had received sufficient information for the justification of this request.

Several times between Oct. 2005 and early summer of 2006, I called the PUC to try to learn about the determination from this informal complaint. In early July I received your 6/27/06 letter reviewing the information representing PAAWC's position.

Therefore, I feel it important to file a formal complaint to clarify some of the issues that I had explained to Mr. Frederick and to provide correction of the information provided by PAAWC.

These corrections include

1. This is a water supply line connected to the personal home of Samuel F. and Beverly M. Minor, NOT a commercial establishment as indicated by PAAWC.

2. As we have personal responsibility for this line it will be almost impossible for us to pay this large amount for water from our limited Social Security and retirement income.
3. This water installation was made in the fall of 2003, by the Mining Co., Consol Inc., as a means of providing water to our personal residence. This installation was provided as a means of supplementing our personal water supply at our residence following the loss of water from long wall mining under this property. We began using this water from PAAWC at our personal residence in early Nov. 2003. As an alternative supply became available later that month no additional water from PAAWC was used at the residence.
4. We received billings for this water from PAAWC as follows:

Nov. 29	\$71.35
Jan. 7	158.23 (estimate)
Feb. 2	135.53 (estimate)

We recognized these were estimated readings but assumed, as no water was being used, that these would be adjusted when the actual readings were made.
5. In early March we received a call from PAAWC indicating abnormally high water usage. It is our understanding that this determination was made from an electronic reading from the highway near the meter.
6. When receiving the bill in early March for \$6,459.74, which showed the actual water usage for the previous three months, I became aware of the break in the line. There was no way, as the line travels nearly a half-mile to our personal home, that we could have determined this without having received an actual reading of the water usage. It is difficult to understand, if the meter could have been read electronically why this was not done monthly.
7. On May 10, our daughter-in-law, Marsha Minor, wrote a letter of explanation to PAAWC explaining what had occurred. A copy of this letter is attached.
8. In early June, after receiving the letter of explanation, PAAWC issued a credit for \$6403.13 against this large March water bill.
9. This credit, unfortunately without additional explanation, was later reversed by PAAWC.
10. We did make a number of phone calls trying to learn the reason for the credit reversal. In one of the conversations a PAAWC representative indicated that reconsideration of the credit could only be provided if we sent to them a copy of the bill for the line repairs. Although I explained that there had been no charges for the repair work the representative insisted that a bill copy be provided. At my insistence the company doing the repair work made up a "mock" bill for me to submit. Later on, PAAWC took the position that, as we

had received a bill for the work, we could hold the company responsible for the break in the line.

11. To summarize the main facts are:

- a. This is a personal not a commercial account
- b. The one half mile water line was installed to our home as a result of long wall mining by Consol Inc.
- c. PAAWC water was used for only one month
- d. PAAWC did not provide ACTUAL water meter readings for three months.
- e. After providing a written explanation a credit was issued for this large water charge. This credit without explanation was later reversed.
- f. We have, since this time, wanted to resolve this issue.

I trust that you will again review this matter and give it favorable consideration. In the meantime, please provide whatever forms are necessary that I may file a formal complaint with the PUC against PAAWC for their unwillingness to work with us to resolve this large water bill for which we do not feel totally responsible.

Thank you in advance for your consideration in fulfilling this request.

Yours very truly,


Samuel F. Minor

Ps: I have since learned that PUC has given PAAWC direction to add this personal water charge that is in question to the commercial water bill for the Spring House. I do not understand the basis for this transfer as the water bill in question continues to be a personal responsibility for my wife and me. I am asking both PUC and PAAWC to hold on the collection of this amount until we complete this formal appeal process.

I also understand that PAAWC has a program for forgiveness or adjusting charges in cases of water losses such as this. No such reconciliation has been offered. We do hope to settle this amiable with PAAWC and would be willing to pay 60% of this charge for one month when an actual reading should have been made and the continuing loss of water should have been recognized and corrected, particularly as this could have been easily done electronically.

Please forward the appropriate forms and instructions in order that I may formalize this appeals process.

SFM

account # 24-1553812-9

5/10/04

I am writing this letter in regards to a leak in our water line. This leak was not detected until the bill came to us for \$6957.74. In Nov. 2003 The 84 (consol) mine put in a water line up to our residence because of effects from the damage of long wall mining. For the next couple of months we did NOT use the new water line because of another water source. When the leak was detected the mining company called + paid for A/S water service to come in + repair the line. Being that between 11/29/03 + 3/2/04 there was no actual reading of the meter + just an estimated billing for those 3 months we had no way of knowing that there was a leak or when it had occurred.

I called your office on 5/7/04 to say we had a repair bill because of the circumstances with mining Co., so the lady said to just send a letter stating and they will review this account. We can not

Customer Account Information

For Service To: The Spring House
1531 Route 136
Account Number: 24-1553812-9
Premise Number: 24-0684136

*House
Sum 10/20*

Billing Period & Meter Information

Billing Date: Dec 03, 2003
Billing Period: Nov 20 to Nov 29 (9 days)
Next reading on/about: Dec 31, 2003
Rate Type: Residential

Meter readings in current billing period:
Meter Number N049078507 is a 1-inch meter.
Present-actual 6200
Last-actual
Gallons used 6200

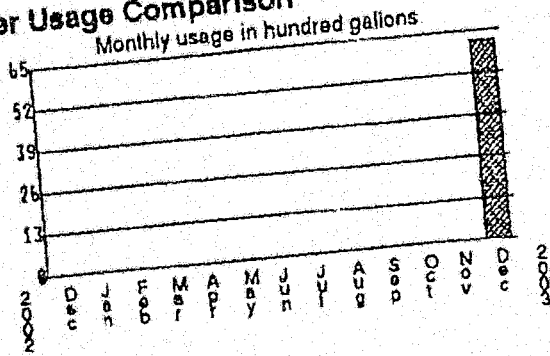
Billing Summary

-----Prior Balance-----
Balance from last bill
Payments prior to Dec 03, 2003. Thanks!
Total prior balance, Dec 03, 2003
-----Adjustments-----
Service Activation Fee
Total adjustments, Dec 03, 2003
-----Current Water Charges-----
Service Charge
Water Volume (\$.005277 x 6,200)
STAS PAWC Water 0.07%
DSI - PAWC Charge 1.76%
Total water charges, Dec 03, 2003

\$.00
.00
.00
30.00
30.00
7.89
32.72
.03
.71
41.35
\$71.35

-----AMOUNT DUE-----

Water Usage Comparison



Messages to you from Pennsylvania American

- Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522.
- Customers may also pay on-line at www.water.paymybill.com. A service fee will apply.
- Approximately 4.72 percent or \$1.95, of State taxes are included in your current bill.
- At Pennsylvania American, our customers are our top priority. Please let us know how we can serve you better.
- Sign up for American Water's automatic payment plan. Through Electronic Transfer, you can take advantage of this convenient way to pay your bill automatically on the day it's due. No more checks, stamps, or late bills! Call the 24-hour Customer Service Center to request an application. You will need your Account Number when you call. Just press 1 for the option to hear about Account and Billing Information, then choose the option to request an application for automatic payment. Fill out the form and mail it back to us. It's that easy!
- Effective October 1, 2003, the Distribution System Improvement Charge (DSIC) has increased from 1.34% to 1.76%. This charge funds the replacement of water distribution facilities.

Customer Service & Emergencies 1-800-565-7292 (24 Hours)
For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)
Visit us on the INTERNET: www.pawc.com

Customer Account Information

For Service To: The Spring House
1531 Route 136
Account Number: 24-1553812-9
Premise Number: 24-0684136

*Sum & Bal
TU BE*

Billing Period & Meter Information

Billing Date: Jan 07, 2004
Billing Period: Nov 29 to Jan 03 (35 days)
Next reading on/about: Jan 29, 2004
Rate Type: Residential

Meter readings in current billing period:
Meter Number N049078507 is a 1-inch meter.
Present-estimate 30300
Last-actual 6200
Gallons used 24100

Billing Summary

Prior Balance
Balance from last bill
Payments prior to Jan 07, 2004. Thanks!
Total prior balance, Jan 07, 2004

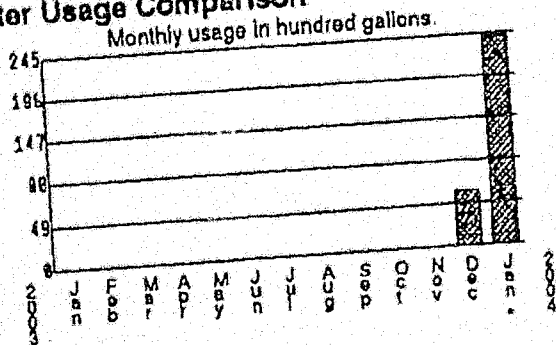
Current Water Charges
Service Charge
Water Volume (\$.005277 x 24,100)
STAS PAWC Water 0.07%
DSI - PAWC Charge 2.62%
Total water charges, Jan 07, 2004

Other Current Charges
Late Payment Charge
Total other charges, Jan 07, 2004

\$71.35
00
71.35
26.30
127.18
.11
4.02
<u>157.61</u>
.62
<u>62</u>
\$229.58

AMOUNT DUE

Water Usage Comparison



*-Estimate

Messages to you from Pennsylvania American

Any portion of this water bill which is not paid as of 2/02/04 will be subject to a 1.50% penalty.
The due date pertains to current charges only. Any past due balance should be paid immediately.
* Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522.
* Customers may also pay on-line at www.water.paymybill.com. A service fee will apply.
* Approximately 4.72 percent or \$7.43, of State taxes are included in your current bill.
* At Pennsylvania American, our customers are our top priority. Please let us know how we can serve you better.
* Sign up for American Water's automatic payment plan. Through Electronic Transfer, you can take advantage of this convenient way to pay your bill automatically on the day it's due. No more checks, stamps, or late bills!
Call the 24-hour Customer Service Center to request an application. You will need your Account Number when you call. Just press 1 for the option to hear about Account and Billing Information, then choose the option to request an application for automatic payment. Fill out the form and mail it back to us. It's that easy!
* Effective October 1, 2003, the Distribution System Improvement Charge (DSIC) has increased from 1.34% to 1.76%. This charge funds the replacement of water distribution facilities.

Customer Service & Emergencies 1-800-565-7292 (24 Hours)
For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)
Visit us on the INTERNET: www.pawc.com

1531 Spring House
 1531 Route 136
 Account Number: 24-1553812-9
 Premise Number: 24-0684136

Billing Period & Meter Information

Billing Date: Feb 05, 2004
 Billing Period: Jan 03 to Feb 02 (30 days)
 Next reading on/about: Feb 27, 2004
 Rate Type: Residential

Meter readings in current billing period:
 Meter Number N049078507 is a 1-inch meter.
 Present-estimate 51000
 Last-estimate 30300
 Gallons used 20700

-----Prior Balance-----
 Balance from last bill
 Payments prior to Feb 05, 2004. Thanks!
 Total prior balance, Feb 05, 2004

-----Current Water Charges-----
 Service Charge
 Water Volume (\$.005277 x 20,700)
 Total water charges, Feb 05, 2004

-----AMOUNT DUE-----

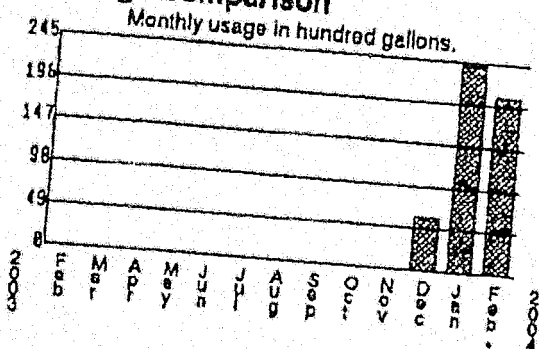
\$229.58
 -71.35
 158.23

26.30
 109.23
 135.53

\$293.76

Signature

Water Usage Comparison



Messages to you from Pennsylvania American

- Any portion of this water bill which is not paid as of 3/01/04 will be subject to a 1.50% penalty.
- The due date pertains to current charges only. Any past due balance should be paid immediately.
- Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522.
- Customers may also pay on-line at www.water.paymybill.com. A service fee will apply.
- Approximately 4.72 percent or \$6.39, of State taxes are included in your current bill.
- At Pennsylvania American, our customers are our top priority. Please let us know how we can serve you better.
- Water Shed Tip of the Month: One of the few benefits of a harsh winter is that extreme cold temperatures and frozen ground can greatly increase the mortality of common insect pests. This can lead to fewer insect applicator in the garage over the summer! So, if we experience a harsh winter this year, you may be able to keep the pesticide.
- Sign up for American Water's automatic payment plan. Through Electronic Transfer, you can take advantage of this convenient way to pay your bill automatically on the day it's due. No more checks, stamps, or late bills! Call the 24-hour Customer Service Center to request an application. You will need your Account Number when you call. Just press 1 for the option to hear about Account and Billing Information, then choose the option to request an application for automatic payment. Fill out the form and mail it back to us. It's that easy!
- Effective January 29, 2004, the State Tax Adjustment Surcharge (STAS) has changed from 0.07% to 0.00%.
- Effective January 29, 2004, the Distribution System Improvement Charge (DSIC) has decreased from 2.62% to 0%. This charge funds the replacement of water distribution facilities.

Customer Service & Emergencies 1-800-565-7292 (24 Hours)
 For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)
 Visit us on the INTERNET: www.pawc.com

Spring House
 1531 Route 136
 Account Number: 24-1553812-8
 Premise Number: 24-0684136

SMC

Billing Period & Meter Information

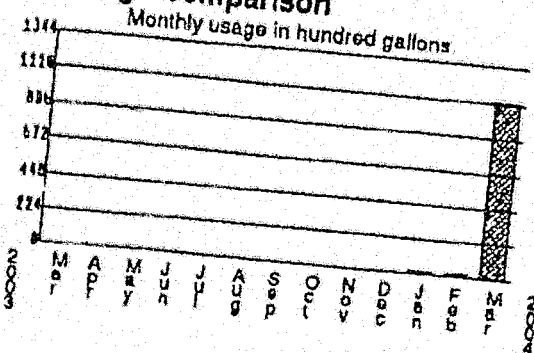
Billing Date: Mar 09, 2004
 Billing Period: Feb 02 to Mar 02 (29 days)
 Next reading on/about: Mar 30, 2004
 Rate Type: Residential

Meter readings in current billing period:
 Meter Number N049078507 is a 1-inch meter.
 Present-actual 1172000
 Last-estimate 51000
 Gallons used 1121000

-----Prior Balance-----
 Balance from last bill \$293.76
 Payments prior to Mar 09, 2004. Thanks! .00
 Total prior balance, Mar 09, 2004 293.76
 -----Adjustments-----
 Deferred Billing 2.00
 Total adjustments, Mar 09, 2004 2.00
 -----Current Water Charges-----
 Service Charge 28.80
 Water Volume (\$.005735 x 1,121,000) 6,428.94
 Total water charges, Mar 09, 2004 6,457.74
 -----AMOUNT DUE-----

\$293.76
.00
293.76
2.00
2.00
28.80
6,428.94
6,457.74
\$6,753.50

Water Usage Comparison




Messages to you from Pennsylvania American

- Any portion of this water bill which is not paid as of 4/05/04 will be subject to a 1.50% penalty.
- The due date pertains to current charges only. Any past due balance should be paid immediately.
- Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522
- Customers may also pay on-line at www.water.paymybill.com. A service fee will apply.
- At Pennsylvania American, our customers are our top priority. Please let us know how we can serve you better.
- Approximately 4.72 percent or \$304.89, of State taxes are included in your current bill.
- The Pennsylvania Public Utility Commission approved a rate increase, effective January 29, 2004.
- Effective January 29, 2004, the State Tax Adjustment Surcharge (STAS) has changed from 0.07% to 0.00%.
- 0% This charge funds the replacement of water distribution facilities.
- The reading used for this bill corrects previous estimate reading.

Customer Service & Emergencies 1-800-565-7292 (24 Hours)
 For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)
 Visit us on the INTERNET: www.pawc.com

Pennsylvania American Water
 PO BOX 578
 ALTON, IL 62002-0578

For Service To: 1531 Route 136

000030886 01 FP 0.352

The Spring House
 (HOUSE)
 1531 Route 136
 Washington, PA 15301

ACCOUNT NUMBER	24-1553812-9
AMOUNT DUE	\$270.86
DUE DATE	Jun 24, 2004
AMOUNT PAID	

Pennsylvania American Water
 PO Box 371412
 Pittsburgh, Pa. 15250-7412



Please check here to add H2O-Help to Others contribution to your monthly bill or to change your address or telephone number, and print information on reverse side.

Customer Account Information

For Service To: The Spring House
 1531 Route 136
 Account Number: 24-1553812-9
 Premise Number: 24-0684136

Billing Period & Meter Information

Billing Date: Jun 04, 2004
 Billing Period: May 05 to Jun 01 (27 days)
 Next reading on/about: Jun 29, 2004
 Rate Type: Residential

Meter readings in current billing period:
 Meter Number N049078507 is a 1-inch meter.

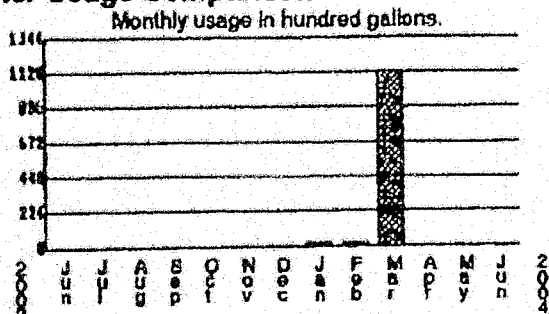
Present-actual 1176000
 Last-actual 1175700
 Gallons used 300

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$6,643.38
Payments prior to Jun 04, 2004. Thanks!	.00
Total prior balance, Jun 04, 2004	6,643.38
-----Adjustments-----	
Leak - Adj Res	-6,403.13
Total adjustments, Jun 04, 2004	-6,403.13
-----Current Water Charges-----	
Service Charge	28.80
Water Volume (\$.005735 x 300)	1.72
STAS PAWC Water 0.04%	.01
DSI - PAWC Charge 0.25%	.08
Total water charges, Jun 04, 2004	30.61
-----AMOUNT DUE-----	
	\$270.86

*Spring
 Res*

Water Usage Comparison





Pennsylvania
American Water

PO BOX 578
ALTON, IL 62002-0578

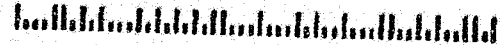
For Service To: 1531 Route 136

000036140 01 FP 0.352

The Spring House
(HOUSE)
1531 Route 136
Washington, PA 15301

ACCOUNT NUMBER	24-1553812-9
AMOUNT DUE	\$6,677.60
DUE DATE	Jul 07, 2004
AMOUNT PAID	

Pennsylvania American Water
PO Box 371412
Pittsburgh, Pa. 15260-7412



Please check here to add H2O-Help to Others contribution to your monthly bill or to change your address or telephone number, and print information on reverse side.

Customer Account Information

For Service To: The Spring House
1531 Route 136

Account Number: 24-1553812-9

Premise Number: 24-0684136

Billing Period & Meter Information

Billing Date: Jun 17, 2004

Rate Type: Residential

Billing Summary

_____ Prior Balance _____
 Balance from last bill
 Payments prior to Jun 17, 2004. Thanks!
 Total prior balance, Jun 17, 2004
 _____ Adjustments _____
 Leak - Adj Res
 Total adjustments, Jun 17, 2004
 _____ Other Current Charges _____
 Late Payment Charge
 Total other charges, Jun 17, 2004
 _____ AMOUNT DUE _____

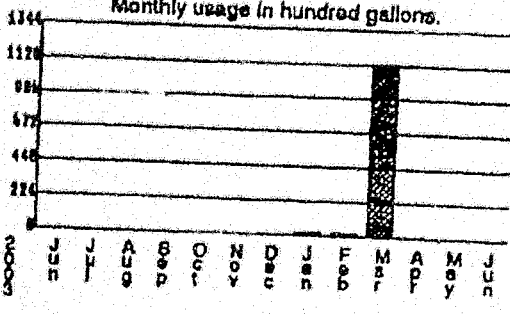
PAID
\$270.86
✓
.00
270.86

6,403.13
6,403.13
3.61
3.61

\$6,677.60

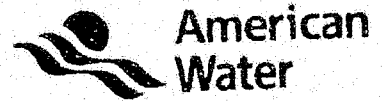
Water Usage Comparison

Monthly usage in hundred gallons.



Messages to you from Pennsylvania American

Pennsylvania American Water



P.O. Box 578, Alton IL 62002
1-800-565-7292

06/03/2004

The Spring House
(house)
1531 Route 136
Washington PA 15301

Account Number: 24-1553812-9
Premise Number: 240684136
1531 Route 136 Doubled at Main W/1515
Washington PA

Dear Customer:

We have considered your request for a courtesy adjustment to your account because of a leak at your property. We regret that after reviewing your account, we have determined that no credit will be issued.

According to the letter in which you submitted, the mining company paid for A1's Water Service to repair the line. Due to them taking responsibility for the repairs, they should also take responsibility for this bill.

Because we recognize the added financial burden that may have been imposed on you due to your leak, we do offer payment arrangements in these circumstances to satisfy any outstanding charges. If you wish to establish a payment plan, please call our office and speak with a customer service representative.

If you would like to discuss your account further, please call our customer service representatives at 800-565-7292.

Sincerely,

Bill Johnson
Customer Service Center





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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: NOVEMBER 6, 2006

C-20067038

PENNSYLVANIA AMERICAN
WATER COMPANY
DANIEL WARNOCK
800 W HERSHEY PARK DR
HERSHEY PA 17033

DOCUMENT
FOLDER

Dear Mr. Warnock:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by SAMUEL F. MINOR. 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.

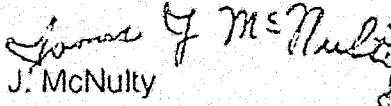
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

NOVEMBER 6, 2006

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

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: NOVEMBER 6, 2006

SAMUEL F. MINOR
Complainant

v.

PENNSYLVANIA AMERICAN WATER COMPANY
Respondent

Complaint Docket
No: C-20067038

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PENNSYLVANIA AMERICAN WATER COMPANY

DOCKETED
NOV 03 2006

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 three 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).

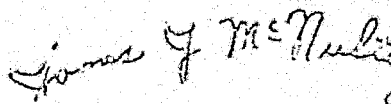
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
November 29, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20067038

SETH A MENDELSON ESQUIRE
PENNSYLVANIA-AMERICAN WATER COMPANY
800 WEST HERSHEY PARK DRIVE
HERSHEY PA 17033-0888

DOCUMENT
FOLDER

Samuel F. Minor
v.
Pennsylvania-American Water Company

NOTICE

Please be advised that your request for extension of time to file an answer on the above-captioned complaint has been granted.

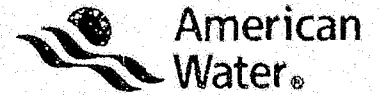
An answer must be filed on or before December 18, 2006. Failure to submit an answer by that date may result in the scheduling of a hearing.

If you have any questions regarding this response, please contact the scheduling office at (717) 787-1399.

pc: Samuel F. Minor
Mediator Nurick
Docket Section

BTL

DOCKETED
DEC 5 - 2006



November 27, 2006

VIA OVERNIGHT MAIL

Eric A. Rohrbaugh
Office of Administrative Law Judge
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

*Ok. Please
advise
parties
Thanks
Ear
11/29*

Re: Samuel F. Minor v. Pennsylvania-American Water Company
Docket No. C-20067038

12/17

Dear Mr. Rohrbaugh:

Pennsylvania American Water Company ("the Company") has been served with the Formal Complaint in the above referenced matter. An Answer is due on November 27, 2006. The Company is hopeful that a settlement can be reached. As such, we respectfully request a 20 day extension. The Complainant concurs. By the enclosed Certificate of Service, all parties to the matter have been notified of this request. If you have any questions, please do not hesitate to contact me.

Very truly yours,

Seth A. Mendelsohn

Seth A. Mendelsohn

RECEIVED
OFFICE OF C.A.L.J.
06 NOV 28 PM 1:37
PA PUC

c: Samuel F. Minor
James J. McNulty, Secretary

Pennsylvania American Water

Seth A. Mendelsohn
Corporate Counsel
800 West Hershey Park Drive
Hershey, PA 17033 USA
T 717-533-5000
F 717-531-3252
E seth.mendelsohn@amwater.com



BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

SAMUEL F. MINOR,

Complainant

v.

PENNSYLVANIA-AMERICAN WATER
COMPANY,

Respondent

DOCKET NO. C-20067038

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the participants listed below, in accordance with the requirements of §1.54:

VIA OVERNIGHT MAIL

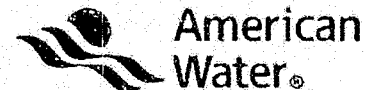
Samuel F. Minor
1531 Rt. 136
Washington, PA 15301



Seth A. Mendelsohn
Pennsylvania American Water
800 West Hershey Park Drive
Hershey, Pennsylvania 17033
(717) 533-5000

Dated this 27th day of November 2006.

ORIGINAL



December 18, 2006

RECEIVED

DEC 18 2006

VIA UPS OVERNIGHT DELIVERY

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Samuel F. Minor v. Pennsylvania-American Water Company
Docket No. C-20067038

Dear Secretary McNulty:

As you know, the Pennsylvania Public Utility Commission's Rules at 52 Pa. Code §5.24(b) provide as follows:

In lieu of the statement set forth in subsection (a), the respondent may certify to the Commission that it has satisfied the Complaint and that the Complainant has acknowledged satisfaction to the respondent. In such case, the respondent shall serve a copy of its certification upon the Complainant. Unless the Complainant objects to the certification within 10 days of its filing, the Complaint shall be withdrawn.

As legal counsel for Pennsylvania-American Water Company, I certify that the Company has satisfied the above-captioned Formal Complaint. Accordingly, the Company will not be filing an Answer. As evidenced by the enclosed Certificate of Service, a copy of this certificate has been served on the Complainant.

Very truly yours,

Seth A. Mendelsohn
Seth A. Mendelsohn

cc: Samuel F. Minor
Judy Jordan

DOCUMENT
FOLDER

Pennsylvania American Water

Seth A. Mendelsohn
Corporate Counsel
800 West Hersheypark Drive
Hershey, PA 17033 USA
T 717 533-5000
F 717 531-3252
E seth.mendelsohn@amwater.com

DOCKETED
DEC 20 2006

BTL



95

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

SAMUEL F. MINOR	:	
Complainant	:	
	:	
v.	:	Docket No. C-20067038
	:	
PENNSYLVANIA-AMERICAN WATER	:	
COMPANY,	:	
Respondent	:	

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the participants listed below, in accordance with the requirements of §1.54:

VIA OVERNIGHT MAIL

Samuel F. Minor
1531 Rt. 136
Washington, PA 15301

RECEIVED

DEC 18 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Seth A. Mendelsohn
 Seth A. Mendelsohn
 Pennsylvania-American Water Company
 800 West Hershey Park Drive
 Hershey, Pennsylvania 17033
 (717) 533-5000

Dated this 18th day of December, 2006.

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: December 21, 2006

SUBJECT: Samuel F. Minor v. Pennsylvania-American Water Company
C-20067038

TO: Wanda Zeiders
Docket Management

FROM: Linda Salome, ALJ Support Staff
Office of Administrative Law Judge

DOCUMENT
FOLDER

On December 18, 2006, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of the filing, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: Herbert Nurick, Mediation Coordinator
Beth Plantz
Case File

DOCKETED
DEC 28 2006



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

IN REPLY PLEASE
REFER TO OUR FILE

February 1, 2007

C-20067038

SAMUEL F. MINOR
1531 RT. 136
WASHINGTON PA 15301

SAMUEL F. MINOR
v.
PENNSYLVANIA-AMERICAN WATER COMPANY

DOCKETED
JAN 31 2007

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding

Very truly yours,

James J. McNulty
Secretary

cc: All parties of Record

nvl

**DOCUMENT
FOLDER**