

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALU	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 03/03/06
8. DOCKET NO: C-20065962	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: THORNTON, SHAUNA

RESPONDENT/APPLICANT: PA-AMERICAN WATER CO

COMP/APP COUNTY: CHESTER

UTILITY CODE: 212285

ALLEGATION OR SUBJECT

COMPLAINANT STATES CHARGES ON BILL WHICH ARE PRYOR TO MOVE IN. SHE WOULD LIKE THE PUC TO STOP PENDING TERMINATION, NEGOTIATE FAIR UNBILLED PERIOD, AND TO INVESTIGATE BILLING PRACTICES OF PA AMERICAN WATER CO.

**DOCKETED**  
MAR 07 2006

**DOCUMENT  
FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED

MAR 8 2006

Please print or type.

C-20065962

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

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

Name STANA THORNTON

Street/P.O. Box 8 Inglestone DR Apt #

City Thorndale State PA Zip 19372

County CHESTER

Area Code/HOME Phone 610-380-9696

Area Code/WORK Phone 484-798-7260 (cell)

Utility Account Number 24-1695207-1

(from your bill) PREMISE: 24-0617754

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

Name N/A

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PA 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)

4 ORIGINAL

68

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. Company has acknowledged they ARE back (explain) billing for a period of time that is longer than the time we resided at this address.

B. **State the facts of your complaint.** They state they are doing so at the directive of the PUC!

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.

Please see attached Document for specifics

Thank you

5. **RELIEF**

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

- A) Stop the pending termination
- B) Assist in negotiating a fair total for the unbilled period of time.
- C) Investigate the billing practices of PA water Company.

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

with Customer Service Rep only.  
 Requests to speak w/ supervisor go ignored.

If you tried to, but could not speak to a utility company representative about your complaint, please explain why. *We are consistently told that a supervisor will return our call within 24 hours.*

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: *Shaurer Paul*, 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).

*Shaurer Paul*  
(Signature)

*3/1/06*  
(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.

Lawyer's Name W/A

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 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

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.**

We are including several copies of bills that we have received from PA American Water, as you will see - they seem to be unable to send consistent bills. On more than one occasion, they have adjusted our bill, claiming a billing error. We are disputing the total of \$1182.88 for the 22 month unbilled period of time (08/30/03 - 07/14/05) as our average monthly water usage has been \$29.00-\$32.00 per month. We cannot understand where they have determined the unbilled amount is \$1182.88 and have yet to get a response to this question.

Our calculations based on our usage over the past 6 months:

\$29.00 x 22 unbilled months = \$638.00

\$30.00 x 22 unbilled months = \$660.00

\$31.00 x 22 unbilled months = \$682.00

\$32.00 x 22 unbilled months = \$704.00

As you can see none of these calculations come anywhere near to \$1182.88

On Feb 27, 2006, Teresa - PA customer service rep #6399 advised us that we are being back billed for 25 months because it is a 25 month period of time from the date of request for termination of service at this property until the date of connection for service in our names. Teresa expressed that PA American Water Company is well aware that we did not reside in this property for the duration of the 25-month period, but is their position that they are billing us for this entire period anyway - and that they are doing so upon the direction of the PUC.

We assert that this practice is wrong and possibly unlawful - as it is unjust to hold a party responsible for payment of a utility service for a period of time prior to one taking residence. In short, how can they be allowed to bill us for water at a property prior to us living here? We would like to reiterate that they assert they are doing so at the approval of the PUC.

PA American Water asserts that the previous ratepayer requested termination of water at 8 Ingleside drive in July of 2003. We believe this to be untrue on this premise. The previous ratepayer had not lived in this property for over 1 year prior to us taking residence at this property in September of 03. It makes no sense that she would request to disconnect service 1 year after she had moved.

PA water states they are billing us for 25 months - we assert it should be 22 months

We assert the previous ratepayer in fact requested termination of service July 02 - when she moved from this property.

We assert that PA American failed to respond to her request to terminate service, thus the reason the water was on at this property generating the unbilled usage.

Calculate 22 months + 3 additional months PUC is charging us + 12 additional months to back date to the move out date of the previous rate payer = 37 months of unbilled usage...

\$29.00 x 37 unbilled months = \$1073.00  
\$30.00 x 37 unbilled months = \$1110.00  
\$31.00 x 37 unbilled months = \$1147.00  
\$32.00 x 37 unbilled months = \$1184.00

We assert that the above calculations agree more with the total of \$1182.88 that we are being back billed than our average actual usage over our billed period of time.

We believe that PA American Water failed to act upon the previous ratepayers instruction to terminate service at 8 Ingleside drive. Their failure to act upon her instruction to terminate service resulted in a 15 month unbilled period of time (her move out date to our move in date). We assert that this time period is NOT our responsibility. We agree that there is a 22 month unbilled period that we are and should be responsible for. We assert that period of time is from the date of our lease.... 09/01/03 to the date water was disconnected on 07/14/05. We are in agreement with computing this unbilled time at rate comparable to our average monthly usage during our billed period of service. It should be noted that we did not intentionally create an unauthorized unbilled water usage – it was an error on the part of our landlord who informed us that water was included in the cost of our rent, and that we did not need to contact the water company to initiate billing in our names. We resided in this property for 22 months with water service – and no contact from anyone about unauthorized use of water or unbilled water being provided to this residence.

PA American Water Company has failed to respond to our request for a detailed bill of the unbilled period of time.

We believe that PA American Water company is in violation in their notice to disconnect service for our outstanding bill as it relates to the unbilled time period and their refusal to agree to payment arrangements unless we comply with certain demands they wish to impose. (Specifics attached – separate page)

**Customer Account Information**

For Service To: SHAVANA A THORTON  
8 Ingleside Dr  
Account Number: 24-1695207-1  
Premise Number: 24-0617754

**Billing Period & Meter Information**

Billing Date: Nov 14, 2005  
Billing Period: Oct 18 to Nov 10 (23 days)  
Next reading on/about: Dec 09, 2005  
Rate Type: Residential

Meter readings in current billing period:  
Meter Number R028873366 is a 5/8-inch meter.

Present-estimate 187000  
Last-actual 185000  
Gallons used 2000

**Billing Summary**

-----Prior Balance-----  
Balance from last bill  
Payments prior to Nov 14, 2005. Thanks!  
Total prior balance, Nov 14, 2005  
-----Current Water Charges-----  
Service Charge  
Water Volume (\$.005735 x 2,000)  
STAS PAWC Water -0.14%  
DSI - PAWC Charge 2.39%  
Total water charges, Nov 14, 2005

\$1,182.88
.00
1,182.88
8.82
11.47
-.03
.48
20.74
<b>\$1,203.62</b>

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

*\$1101.53 - Balance as of 11/12/05  
Dec 19<sup>th</sup> of last payment*

**Messages to you from Pennsylvania American Water**

- Any portion of the water charges which is not paid as of 12/12/05 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](http://www.water.paymybill.com). A service fee will apply.
- Approximately 4.72 percent or \$.97, of State taxes are included in your current bill.
- Effective October 1, 2005, the Distribution System Improvement Charge (DSIC) increases from 1.91% to 2.39%. This charge funds the replacement of water distribution facilities.
- Effective January 1, 2005, the State Tax Adjustment Surcharge (STAS) decreased from .04% to -.14%.

*2.*

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](http://www.pawc.com)



**Customer Account Information**

For Service To: HAVANA A THORTON  
Ingliside Dr  
Account Number: 24-1695207-1  
Premise Number: 24-0617754

**Billing Period & Meter Information**

Billing Date: Jan 12, 2006  
Billing Period: Dec 12 to Jan 09 (28 days)  
Next reading on/about: Feb 06, 2006  
Rate Type: Residential

**Meter readings in current billing period:**

Meter Number R028873366 is a 5/8-inch meter.  
Present-estimate 203000  
Last-actual 200000  
Gallons used 3000

**Billing Summary**

~~Priority Service~~  
~~Balance from last bill~~  
*Payments prior to Jan 12, 2006. Thanks!*  
Total prior balance, Jan 12, 2006  
~~Current Water Charges~~  
Service Charge  
Water Volume (\$.005735 x 3,000)  
STAS PAWC Water -0.29%  
DSI - PAWC Charge 3.45%  
Total water charges, Jan 12, 2006

\$1,229.53
-40.00
1,189.53
11.50
17.21
-.08
.99
29.62
<b>AMOUNT DUE</b>
<b>\$1,219.15</b>

**Messages to you from Pennsylvania American Water**

Any portion of the water charges which is not paid as of 2/06/06 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: 1-866-271-552.  
Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A service fee will apply.  
\* Approximately 4.72 percent or \$1.39, of State taxes are included in your current bill.  
\* Effective January 1, 2006, the Distribution System Improvement Charge (DSIC) increases from 2.39%

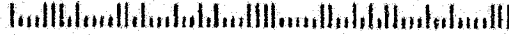


Pennsylvania  
American Water

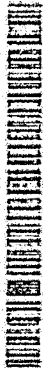
PO BOX 578  
ALTON, IL 62002-0578

For Service To: 8 Ingleside Dr

00029130 01 AV 0.278 B 00137 38 PA014



SHAVANA A THORTON  
8 INGLESIDE DR  
THORNDALE PA 19372-1035



ACCOUNT NUMBER	24-1695207-1
AMOUNT DUE	\$1,229.53
DUE DATE	Jan 04, 2006
AMOUNT PAID	

Please return this portion with check  
▼ Payable to the address below ▼

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: SHAVANA A THORTON  
8 Ingleside Dr  
Account Number: 24-1695207-1  
Premise Number: 24-0617754

**Billing Period & Meter Information**

Billing Date: Dec 15, 2005  
Billing Period: Nov 10 to Dec 12 (32 days)  
Next reading on/about: Jan 09, 2006  
Rate Type: Residential

**Meter readings in current billing period:**

Meter Number R028873366 is a 5/8-inch meter.  
Present-actual 20000  
Last-estimate 187000  
Gallons used 13000

**Billing Summary**

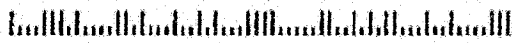
-----Prior Balance-----  
Balance from last bill  
Adjustments  
Payments prior to Dec 15, 2005. Thanks!  
Total prior balance, Dec 15, 2005  
-----Current Water Charges-----  
Service Charge  
Water Volume (\$ .005735 x 13,000)  
STAS PAWC Water -0.14%  
DSI - PAWC Charge 2.39%  
Total water charges, Dec 15, 2005  
-----Other Current Charges-----  
Late Payment Charge  
Total other charges, Dec 15, 2005  
-----AMOUNT DUE-----

\$1,203.62
-46.70
-31.95
1,124.97
11.50
74.56
- .12
2.06
88.00
16.56
16.56
\$1,229.53

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

For Service To: 8 Ingleside Dr

00004332 01 AV 0.293 B 00022 22 PA08H



**Shavana A Thorton**  
8 INGLESIDE DR  
THORNDALE PA 19372-1035



ACCOUNT NUMBER	24- 1695207-1
AMOUNT DUE	\$1,271.59
DUE DATE	Mar 02, 2006
AMOUNT PAID	

Please return this portion with check  
▼ Payable to the address below ▼

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: Shavana A Thorton  
8 Ingleside Dr  
Account Number: 24-1695207-1  
Premise Number: 24-0617754

**Billing Period & Meter Information**

Billing Date: Feb 10, 2006  
Billing Period: Jan 09 to Feb 08 (30 days)  
Next reading on/about: Mar 08, 2006  
Rate Type: Residential

**Meter readings in current billing period:**

Meter Number R028873366 is a 5/8 inch meter.  
Present-actual 220000  
Last-estimate 203000  
Gallons used 17000

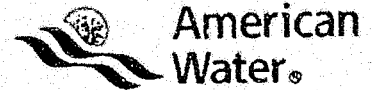
**Billing Summary**

-----Prior Balance-----  
Balance from last bill  
Payments prior to Feb 10, 2006. Thanks!  
Total prior balance, Feb 10, 2006  
-----Current Water Charges-----  
Service Charge  
Water Volume (\$ .005735 x 17,000)  
STAS PAWC Water -0.29%  
DSI - PAWC Charge 3.45%  
Total water charges, Feb 10, 2006

\$1,219.15
-60.00
1,159.15
11.50
97.50
-.32
3.76
112.44
-----AMOUNT DUE-----
\$1,271.59

- 6 -

Pennsylvania American Water



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

11/14/2005

Thorton, Shavana A  
8 Ingleside Dr  
Thorndale PA 19372-1035

Account Number: 24-1695207-1  
Premise Number: 240617754  
8 Ingleside Dr

Dear Customer:

We have investigated your account and concluded that you are entitled to a credit adjustment. Your account was adjusted on Monday, November 14, 2005 in the amount of \$46.70, which represents 8,000 gallons of water.

We trust you will find this adjustment satisfactory. Should you have any questions, please feel free to contact our Customer Service Department at 1-800-565-7292. We are available to assist you 24 hours per day, 7 days a week for your convenience.

Sincerely,

Customer Service

Document supports billing  
errors by P.A. water.

-7-





# Pennsylvania American Water

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

11/09/2005

Thorton, Shavana A  
8 Ingleside Dr  
Thorndale PA 19372-1035

Account Number: 24-1695207-1  
Premise Number: 240617754  
8 Ingleside Dr

Dear Customer:

In a few days, you will receive an adjusted bill for your water service. Your previous bill was incorrect due to the incorrect billing period and usage.

Pennsylvania American Water cancelled the incorrect bill dated Friday, October 21, 2005 and credited your account for the full dollar amount. The company has rebilled your account for the correct amount covering the period between Wednesday, September 24, 2003 and Tuesday, October 18, 2005.

If you have already paid the incorrect amount, and that payment is not reflected on your new bill, simply deduct the amount already paid from the corrected bill to determine if any additional payment is required.

You have at least 20 days to pay the corrected bill. If you cannot pay the bill by the due date, Pennsylvania American Water will gladly discuss a payment agreement with you. If you would like to discuss your payment options or have any additional questions regarding this issue, please call customer service at 1-800-565-7292, M-Th 7am-9pm CST, Fri 7am-7pm CST, Sat 7-11am CST

Sincerely,

Customer Service

## § 56.14. Previously unbilled utility service.

*Specifics to this matter →*

When a utility renders a make-up bill for previously unbilled utility service resulting from utility billing error, meter failure, leakage that could not reasonably have been detected or loss of service, or four or more consecutive estimated bills and the make-up bill exceeds the otherwise normal estimated bill by at least 50% and at least \$50:

- (1) The utility shall review the bill with the ratepayer and make a reasonable attempt to enter into a payment agreement.
- (2) The period of the payment agreement may, at the option of the ratepayer, extend at least as long as:
  - (i) The period during which the excess amount accrued.
  - (ii) Necessary so that the quantity of service billed in any one billing period is not greater than the normal estimated quantity for that period plus 50%.

### Authority

The provisions of this § 56.14 amended under the Public Utility Code, 66 Pa.C.S. §§ 331, 501, 504, 1301, 1305, 1501 and 1504.

### Source

The provisions of this § 56.14 adopted June 16, 1978, effective June 17, 1978, 8 Pa.B. 1655; amended April 8, 1983, effective April 9, 1983, 13 Pa.B. 1250; amended July 17, 1998, effective August 17, 1998, 28 Pa.B. 3379. Immediately preceding text appears at serial pages (205726) to (205727).

### Cross References

This section cited in 52 Pa. Code § 56.12 (relating to meter reading; estimated billing; ratepayer readings); 52 Pa. Code § 56.41 (relating to general rule); and 52 Pa. Code § 56.83 (relating to unauthorized termination of service).

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This material has been drawn directly from the official Pennsylvania Code full text database. Due to the limitations of HTML or differences in display capabilities of different browsers, this version may differ slightly from the official printed version.

Contrary to PA Code 56.14 as it relates to previously unbilled utility services, PA American Water Company insists upon the following:

- a) Immediate payment of approximately 25% of the balance due – they asked for \$300.00
- b) Information relating to our household financial information in order to allow us to enter into a payment arrangement for the unbilled period of time.
- c) Will not cease the pending termination of water service until we comply with the above.
- d) Our requests to speak with a billing supervisor go ignored. We have had 2 requests over the past 30 days to speak with a billing supervisor (when the customer service representative could not adequately respond to our questions) both requests have gone without response – on both occasions we were told that a supervisor would return our call within 24 hours. Our last request to speak with a billing supervisor was Feb 27, 2006 at 5:45pm – it is now well past 48 hours still no call – despite our request and with a pending termination imminent.

NOTE: The termination notice is for the unbilled period of time, NOT for current usage. It should be noted that since service has been billed to us, **all bills have been paid on time, in full and the amount of payment has exceeded the amount for each billing cycle...** Meaning we have been making payment towards the outstanding balance.

\* term notice is attached.

00024169520710000000000100423008

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

AMOUNT PAID  
DATE PAID  
AMOUNT PAID  
DATE PAID  
AMOUNT PAID  
DATE PAID

For Service To: 8 Ingleside Dr

00005204 01 AT 0.308 B 00028 68 PT054  
|||||  
Thornton, Shavana A  
8 INGLESIDE DR  
THORNDALE PA 19372-1035

ACCOUNT NUMBER	24- 1695207-1
AMOUNT DUE	\$1,004.23
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

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

|||||

**10-DAY SHUT OFF NOTICE**

Dear Customer:

Your bill for \$1,004.23 is overdue. Because your bill is overdue we will shut off water to 8 Ingleside Dr on or after 8:00 AM on Monday, March 13, 2006.

**TO STOP THE SHUT OFF, YOU MUST DO ONE OF THE FOLLOWING**

1. Pay the total amount of the overdue bill or call 1-866-430-0823 to verify the company received your payment.
2. Call 1-866-430-0823 regarding a possible payment arrangement, to let us know that you made a payment; or to dispute the overdue bill.
3. Call 1-866-430-0823 if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice at the bottom of this form.

If we shut off your water, you may have to pay the following charges or the full outstanding balance to have your water turned back on.

Overdue Amount	\$1,004.23
Turn-on-Charge	\$30.00
Total Amount Due	\$1,034.23

If you have any questions or need more information, please call us at 1-866-430-0823 during the hours of operation M-Th 7am-9pm CST, Fri 7am-7pm CST, Sat 7-11am CST. If no one is available, please leave a message. Someone will return your call the next business day. If you are not satisfied after you talk to us, you may file a complaint with the

Pennsylvania Public Utility Commission  
by calling 1-800-692-7380 toll free, or by writing to  
Harrisburg, PA 17105-3265  
P.O. Box 3265

Pennsylvania Public Utility Commission  
may delay the shut off if you file the complaint before the shut off date.  
To pay by credit card call 1-866-271-5522 or on the web at [www.water.paymybill.com](http://www.water.paymybill.com)

~ 11 -

**§ 56.91. General notice provisions.**

Prior to a termination of service, the utility shall mail or deliver written notice to the ratepayer at least 10 days prior to the date of the proposed termination. In the event of any taking or acceptance of utility service without the knowledge or approval of the utility, other than unauthorized use of service as defined in § 56.2 (relating to definitions), the utility shall comply with §§ 56.93—56.97, but need not otherwise provide notice 10 days prior to termination.

**56.93. Personal contact.**

Except when authorized by § 56.71, § 56.72 or § 56.98 (relating to interruption of service; discontinuation of service; and exception for terminations based on occurrences harmful to person or property), a utility may not interrupt, discontinue or terminate service without personally contacting the ratepayer or a responsible adult occupant at least 3 days prior to the interruption, discontinuance or termination, in addition to providing other notice as specified by the properly filed tariff of the utility or as required by this chapter or other Commission directive. For purposes of this section, "personal contact" means:

(1) Contacting the ratepayer or responsible adult occupant in person or by telephone.

(2) Contacting another person whom the ratepayer has designated to receive a copy of a notice of termination, other than a member or employe of the Commission.

(3) If the ratepayer has not made the designation noted in paragraph (2), contacting a community interest group or other entity, including a local police department, which previously shall have agreed to receive a copy of the notice of termination and to attempt to contact the ratepayer.

(4) If the ratepayer has not made the designation noted in paragraph (2) and if there is no community interest group or other entity which previously has agreed to receive a copy of the notice of termination, contacting the Commission in writing.

***Pennsylvania American Water Company, failed to follow any of the above prior to disconnecting service at our residence.***

**56.95. Deferred termination when no prior contact.**

If a prior contact has not been made with a responsible adult either at the residence of the ratepayer, as required by § 56.94 (relating to procedures immediately prior to termination) or at the affected dwelling, the employee may not terminate service but shall conspicuously post a termination notice at the residence of the ratepayer and the affected dwelling, advising that service will be disconnected not less than 48 hours from the time and date of posting.

***Pennsylvania American Water Company failed to follow the above. The date water was restored, the employee who came to restore service stated he questioned his supervisor about the disconnect order due to a lack of prior notice, and was told to disconnect without notice.***

*PA water should be held responsible and have a  
consequence imposed for failure to follow PA Code  
59.65.*

00024169520710000000000118288013

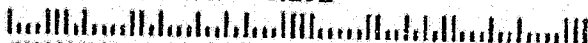


Pennsylvania  
American Water

PO BOX 578  
ALTON, IL 62002-0578

For Service To: 8 Ingleside Dr

000024429 01 AT 0.292



SHAVANA A THORTON  
8 Ingleside Dr  
Thorndale PA 19372-1035

ACCOUNT NUMBER	24-1695207-1
AMOUNT DUE	\$1,182.88
DUE DATE	Dec 01, 2005
AMOUNT PAID	

Please return this portion with check  
Payable to the address below

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: SHAVANA A THORTON  
8 Ingleside Dr  
Account Number: 24-1695207-1  
Premise Number: 24-0617754

**Billing Period & Meter Information**

Billing Date: Nov 11, 2005  
Billing Period: Sep 24 to Oct 18 (755 days)  
Next reading on/about: Dec 09, 2005  
Rate Type: Residential

**Meter readings in current billing period:**

Meter Number R028873366 is a 5/8-inch meter.  
Present-actual 185000  
Last-estimate 982000  
Gallons used 203000

**Billing Summary**

-----Prior Balance-----  
Balance from last bill  
Payments prior to Nov 11, 2005. Thanks!  
Total prior balance, Nov 11, 2005  
-----Adjustments-----  
Service Charge Adjustment  
Total adjustments, Nov 11, 2005  
-----Current Water Charges-----  
Service Charge  
Water Volume (\$.000881 x 203000)  
Water Volume (\$.004778 x 203000)  
STAS PAWC Water -0.14%  
DSI - PAWC Charge 2.39%  
Total Usage Billed 406000  
-----AMOUNT DUE-----

\$31.95
-31.95
.00
-273.72
-273.72
285.22
178.77
969.92
-1.42
24.11
1,456.60
\$1,182.88

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MARCH 7, 2006

SHAUNA THORNTON  
Complainant

v.

PENNSYLVANIA AMERICAN WATER COMPANY  
Respondent

Complaint Docket  
No: C-20065962

**DOCKETED**  
MAR 07 2006

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: PENNSYLVANIA AMERICAN WATER COMPANY

**DOCUMENT  
FOLDER**

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).

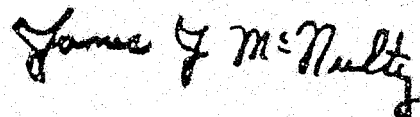
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: MARCH 7, 2006

C-20065962

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

**DOCUMENT  
FOLDER**

Dear Mr. Ross:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by SHAUNA THORNTON. 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.

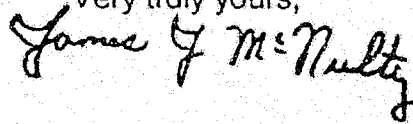
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

MARCH 7, 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,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the typed name and title.

James J. McNulty  
Secretary

SS

# ORIGINAL



March 20, 2006

## RECEIVED

MAR 20 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 OFFICE

Re: Shauna Thornton v. Pennsylvania-American Water Company  
Docket No. C-20065962

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 Commission. 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.

## DOCUMENT FOLDER

Very truly yours,

*Seth A. Mendelsohn*  
Seth A. Mendelsohn

cc: Shauna Thornton  
Judy Jordan

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](mailto:seth.mendelsohn@amwater.com)

## DOCKETED

MAR 28 2006

125



COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: March 23, 2006  
SUBJECT: Shauna Thornton v. Pennsylvania-American Water Company  
C-20065962  
TO: Wanda Zeiders  
Docket Management  
FROM: Linda Salome, ALJ Support Staff  
Office of Administrative Law Judge

DOCUMENT  
FOLDER

On March 20, 2006, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of service, 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: Bruce Bigelow, Mediator  
Beth Plantz  
Case File

DOCKETED  
MAR 27 2006