

AA.00029.00000 (40/40)

DOCKET NO.: C-20029153
RESPONDENT OR APPLICANT: PA-AMERICAN WATER CO
PARTY OR COMPLAINANT: SESKY, JUDITH

ENTRY	TYPE	DATE	BUREAU	PERSONNEL
1	N	12/21/02	SEC	SMITHDARLENE
FORMAL COMPLAINT OF JUDITH SESKY VS. PA-AMERICAN WATER COMPANY				
2	N	12/31/02	SEC	SMITHDARLENE
NOTICE OF COMPLAINT SERVED TO RESPONDENT FOR ANSWER IN 20 DAYS				
3	N	01/15/03	SEC	JACOBDIANE
SUSAN SIMMS MARSH CNSL FLD NOTIC OF APPEARANCE ON BEHALF OF RESP W/CERT OF SVC				
4	N	01/15/03	SEC	JACOBDIANE
RESPONDENT FILED ANSWER & NEW MATTER TO COMPLAINT WITH CERTIFICATE OF SERVICE				
5	H	08/01/03	ALJ	NEMEC
INITIAL TELEPHONIC HEARING, 10:00 A.M.				
6	N	02/26/03	SEC	FRISCIA
INITIAL IN-PERSON HRG SCHED FOR 5/27/03 CHANGED TO INITIAL TELEPHONIC HEARING				
7	N	05/20/03	SEC	BENJAMIN
INITIAL TELEPHONIC HRG SCHEDULED TO BE HELD 5/27/03 RESCHEDULED TO 7/15/03				
8	N	06/11/03	SEC	MOTTER
INITIAL TEL HRG SCHED 7/15/03 W/ALJ LOVENWIRTH RESCHED TO 8/1/03 W/ALJ NEMEC				
9	N	06/11/03	SEC	FRISCIA
ALJ NEMEC PREHRG ORDER ISSUED-COMPLY W/CERTAIN RQMTS BEFORE 8/1/03 TEL HEARING				
10	N	07/02/03	SEC	FRISCIA
ATTIS K SOPHY/J CAWLEY FILED NOTICE OF APPEARANCE ON BEHALF OF RESPONDENT W/CER				
11	N	08/26/03	SEC	FRISCIA
TRANSCRIPT OF INITIAL TELEPHONIC HEARING HELD 8/1/03 FILED				
12	N	09/16/03	SEC	FRISCIA
ATTY DEBRA M KRIETE FILED NOTICE OF APPEARANCE ON BEHALF OF RESPONDENT W/CERT				
13	N	09/16/03	SEC	FRISCIA
ATTY DEBRA M KRIETE FILED NOTICE OF APPEARANCE ON BEHALF OF RESPONDENT W/CERT				
14	N	09/17/03	SEC	MOTTER
RESPONDENT FILED LETTER ADVISING OF STATUS OF PROCEEDING				
15	N	09/22/03	SEC	JACOBDIANE
SERVICE LIST FILED				
16	N	12/17/03	SEC	MOTTER
ALJ LTR RE CASE STILL OPEN;ADV IN 30 DYS IF CONCERNS SATISFIED OR HRG SCHEDULED				
17	H	06/02/04	ALJ	NEMEC
FURTHER TELEPHONIC HEARING 10:00 AM				
18	N	04/26/04	SEC	FRISCIA
FURTHER TELEPHONIC HEARING SCHEDULED FOR 5/3/04 RESCHEDULED TO 5/27/04				
19	N	04/05/04	SEC	MOTTER
RESP FLD MOT FOR CONTINUANCE OF FURTHER TEL HEARING SCHEDULED FOR 5/3/04 W/CER				
20	N	04/20/04	SEC	MOTTER
ALJ NEMEC INTERIM ORDER GRANTING MOTION FOR CONTINUANCE SERVED TO PARTIES				
21	N	05/17/04	SEC	JACOBDIANE
FURTHER TELEPHONIC HEARING OF 5/27/04 RESCHEDULED TO 6/2/04				
22	N	06/15/04	SEC	FRISCIA
TRANSCRIPT OF HEARING HELD 6/2/04 FILED				
23	N	09/16/04	SEC	MOTTER
ALJ NEMEC'S INITIAL DECISION SERVED TO PARTIES				
24	N	10/06/04	COR	MOTTER
EXCEPTIONS TO BE FILED				
25	N	10/18/04	COR	MOTTER
REPLY EXCEPTIONS TO BE FILED				
26	N	10/04/04	SEC	MOTTER
COMMISSIONERS FILED REVIEW FORMS - REVIEW REQUESTED				
27	N	10/14/04	SEC	MOTTER
SEC LTR TO PARTIES ADVISING COMMISSIONERS FILED REQUEST FOR REVIEW				

ENTRY	TYPE	DATE	BUREAU	PERSONNEL
28	N	10/14/04	SEC	MOTTER
SEC MEMO TO ALJ-PREPARE CASE FOR CONSIDERATION AT A FUTURE PUBLIC MEETING				
29	N	11/04/04	SEC	MOTTER
POSTPONED TO PUBLIC MEETING OF 11/18/04 FOR COMMISSION'S FURTHER CONSIDERATION				
30	N	11/18/04	SEC	JACOBDIANE
POSTPONED TO PUBLIC MEETING OF 12/16/04 FOR COMMISSION'S FURTHER CONSIDERATION				
31	N	12/16/04	SEC	JACOBDIANE
POSTPONED PENDING LAW BUREAU REVIEW				
32	N	04/07/05	SEC	FARNERJOYCE
FORMAL COMPLINTS CONSIDERED FROM RATEPAYER OF RECORD; LD MODIFIED CONS W/MOTION				
33	N	06/01/05	SEC	FARNERJOYCE
OPINION & ORDER ADOPTED 4/7/05 ISSUED (SEE DOCS 536956 FOR CONTENTS OF O & O)				

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	4. PUBLIC MEETING DATE:
5. APPROVED BY:	:	00/00/00
DIRECTOR:	:	
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 12/21/02
8. LOCKET NO: C-20029153	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SESKY, JUDITH

RESPONDENT/APPLICANT: PA-AMERICAN WATER CC

COMP/APP COUNTY: LACKAWANNA

UTILITY CODE: 212285

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE IS BEING OVERCHARGED, ALSO THAT A \$95 PAYMENT WAS CREDITED TO ANOTHER ACCOUNT. SHE WANTS IT INVESTIGATED AND CORRECTED,

DOCUMENT
FOLDER

DOCKETED
DEC 31 2002

ORIGINAL

FORMAL COMPLAINT FORM Pennsylvania Public Utility Commission

12/9/02

Please Print:

C-20029153
212285

ST 1199249

1. Your Name, Mailing Address and Telephone Number.

Name JUDITH SESKY

Street/P.O. Box 718 BROOK ST. Apt.# _____

City SCRANTON State PA Zip 18505

County LACKA. Home Telephone-Area Code 570961-1252
Work Telephone-Area Code () _____

2. Name of Company your complaint concerns: PENNA AMERICAN WATER Co.

3. What is your complaint?

I AM DISPUTING THE AMOUNT OF BILL OWED. WHEN I CALLED TO TRY TO STRAIGHTEN OUT THE AMT. OWED THE PERSON TOLD ME THEY HAD NO RECORD OF A \$95 PAYMENT THAT WAS MADE BY ME. THEN, SHE PROCEEDED TO SAY "OH WAIT" THAT WAS APPLIED TO A DIFFERENT ACCT #, I ASKED HER TO EXPLAIN WHAT SHE HAD JUST TOLD ME AND SHE SAID SHE COULDN'T. I ASKED HER WHAT ACCT. IT WAS APPLIED TO + SHE COULDN'T OR WOULDN'T TELL ME. THE AMT THEY CLAIM I OWE IS INCORRECT + ABSURD. I DO NOT LIVE AT THIS ADDRESS FULL TIME AND I AM THE ONLY ONE USING ANY WATER AND I DO NOT USE \$300 NOR DID I USE THAT AMT. THIS NEEDS TO BE CORRECTED. I AM DISABLED + HAVE A LOT OF HEALTH PROBLEMS THIS

(If you need more space, use additional paper and attach to this form).

(-over-)

RECEIVED

DEC 21 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

1

4. What do you want the Public Utility Commission to do about your complaint?

IS CAUSING ME A LOT OF ANXIETY AND AGGRAVATING MY HEALTH PROBLEMS. PEOPLE I HAVE TALKED TO ABOUT THIS THINK PA AM WATER CO IS TOTALLY OUT OF LINE AND CANNOT UNDERSTAND HOW 1 PERSON COULD POSSIBLY USE THAT MUCH H₂O. I WOULD LIKE TO HAVE THIS ACCT. CORRECTED & IF NECESSARY AN AUDIT & PLEASE FIND OUT WHAT HAPPENED TO THE \$95 PAYMENT.

(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Justin Desky
Original Signature of complaining person

12/10/02
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____



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

12/9/02

IN REPLY PLEASE
REFER TO OUR FILE

November 18, 2002

ST 1199249

JUDITH SESKY
718 BROOK STREET
SCRANTON PA 18505

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before December 9, 2002 to the address listed below:

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

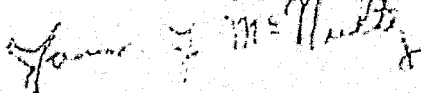
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

nvl

CC: PA AMERICAN WATER COMPANY

NOTIFICATION OF INTENT TO APPEAL
(Request For Formal Complaint Forms)

Notice to Customer:

If you sign and return this form, you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 10/9/2002. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may pursue the termination of your service.

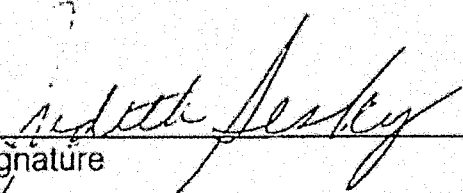
Thank You
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

JUDITH SESKY
718 BROOK ST
SCRANTON PA 18505

(Area Code) Telephone Number



Signature

Mail this completed form to:

Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

ST Number:	1199249	Date of mailing:	10/9/2002
Company:	PA AMERICAN WATER CO		

RECEIVED
10/9/02
2002 OCT 14 AM 10:51
SECRETARY'S BUREAU
REVISED 12/97

93

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

DATE SERVED: DECEMBER 31, 2002

C-20029153

PENNA AMERICAN WATER COMPANY
ROBERT M ROSS
800 W HERSHEY PARK DR
HERSHEY PA 17033

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JUDITH SESKY. 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.

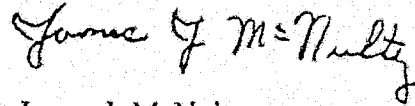
DECEMBER 31, 2002

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

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

dbs

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: DECEMBER 31, 2002

JUDITH SESKY
Complainant

DOCUMENT
FOLDER

VS.

PENNSYLVANIA AMERICAN WATER
COMPANY

Complaint Docket
No: C-20029153

DOCKETED

Respondent

DEC 31 2002

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PENNSYLVANIA AMERICAN WATER COMPANY

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,

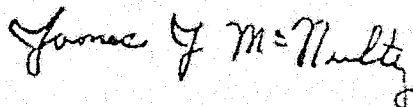
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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



Pennsylvania-American Water Company

800 West Hershey Park Drive • Hershey, PA 17033-0888
(717) 533-5000 • Fax: (717) 531-3314 • E-mail: smarsh@pawc.com

Susan Simms Marsh
Associate Corporate Counsel

January 15, 2003

RECEIVED

JAN 15 2003

VIA UPS OVERNIGHT DELIVERY
James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Judith Sesky v. Pennsylvania-American Water Company
Docket No. C-20029153

Dear Mr. McNulty:

On behalf of Pennsylvania-American Water Company, I enclose an original and three copies of its Answer and New Matter to the Formal Complaint of Judith Sesky, an Entry of Appearance and Certificate of Service regarding this matter.

As evidenced by the enclosed Certificate of Service, all parties to this proceeding have been duly served. Please time stamp the extra copy of this letter and return it to me in the stamped self-addressed envelope.

Respectfully,

DOCUMENT
FOLDER

Susan Simms Marsh
Susan Simms Marsh

Enclosures

c: Judith Sesky

DO: 5814,43

ORIGINAL

Our commitment is crystal clear.*

An E.E.O. Employer M/F/H/V



97

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

JAN 15 2003

JUDITH SESKY,
Complainant

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

v.

Docket No. C-20029153

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

ANSWER TO FORMAL COMPLAINT OF JUDITH SESKY

NOW COMES the Respondent, Pennsylvania-American Water Company ("PAWC" or the "Company"), by its attorney, and answers the Formal Complaint of Judith Sesky as follows:

1. Admitted in part and denied in part. PAWC records indicate that the customer of record is Eugene Sesky.

2. Admitted.

3. The averments of Paragraph No. 3 are answered as follows:

a. This is a statement to which no response is needed.

b. Admitted in part and denied in part. It is admitted that on or about July

22, 2002, Complainant contacted PAWC regarding her outstanding water bill. It is denied that Complainant made a payment of \$95.00 towards her account. Proof there of is demanded at any hearing held herein. PAWC records indicate the last payment the Company received from the Complainant was in the amount of \$70.80. The payment was received July 2, 2001. By way of further answer, PAWC provides Complainant water service, and in accordance with the Company's tariff, PAWC bills the Complainant for said service. Therefore, the Company is entitled to payment for water services rendered to the Complainant at 718 Brook Street. As of January 14, 2003, the

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JAN 27 2003

DOCUMENT
FOLDER

amount due for said water service is \$290.03. A copy of Complainant's Account Statement is attached herein as Attachment A.

c. This is a statement to which no response is needed.

d. This is a statement to which no response is needed.

e. Denied. PAWC is without sufficient information and knowledge to form a belief as to the truth and accuracy of the Complainant's statement "I do not live at this address full time and I am the only one using any water..." Proof thereof is demanded at any hearing held hereon. By way of further answer, the Company did not bill the Complainant for \$300.00. The bills rendered by PAWC are accurate.

f. Denied. PAWC is without sufficient information and knowledge to form a belief as to the truth and accuracy of the Complainant's statement "I am disabled & have a lot of health problems this is causing me a lot of anxiety and aggravating my health problems." Proof thereof is demanded at any hearing held hereon.

g. This is a statement to which no response is needed.

4. Paragraph No. 4 of the Complaint is a prayer for relief to which no response is required. To the extent that any of the remaining averments in Paragraph No. 4 are construed as allegations for which a response is required, PAWC denies any and all such allegations.

NEW MATTER

5. The averments contained in Paragraphs 1 through 4 are hereby incorporated by reference.

6. The current outstanding balance on the Complainant's water account is \$290.03. For the period of July 3, 2001 to January 14, 2003, PAWC received no payments from the

Complainant for water service provided by the Company for said period. The Complainant's Account Statement is included herein as Attachment A.

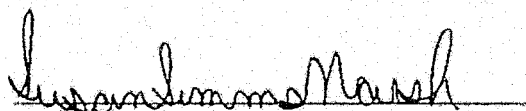
7. The Complainant failed to abide by the payment schedule established on October 7, 2002, by the Bureau of Consumer Services which required her to pay \$15.00 by the end of each month plus current bills beginning October 2002.

8. Based on the amount of the arrearage, the size of the current bill and the information supplied by the Complainant as to her income and expenses, the Respondent recommends that the Commission adopt the Bureau of Consumer Services' October 7, 2002, Decision. The Respondent submits that the established payment schedule is reasonable.

9. In the interim, the Respondent requests that the Administrative Law Judge issue an Interim Order mandating the level of payment which must be maintained during the disputed proceedings.

WHEREFORE, Pennsylvania-American Water Company requests your Honorable Commission to dismiss the Formal Complaint of Judith Sesky at Docket No. C-20029153 or in the alternative find in favor the Company and require Judith Sesky to make payments in the amount of \$15.00 per month toward the arrearage and current bills as rendered by the Bureau of Consumer Services Decision dated October 7, 2002.

Respectfully submitted,



Susan Simms Marsh
Pennsylvania-American Water Company
800 West Hershey Park Drive
Hershey, Pennsylvania 17033

Dated: January 15, 2003

ACCOUNT STATEMENT

Customer: Eugene Sesky
 Address: 718 Brook St. Scranton, PA, 18505
 Acct. No 24-0565160

SVC TO	Meter		DAYS	READING	TYPE	CONS	ADC	Water		DUE DATE	LPC	PAYMENT	DATE	BALANCE	Comments
	Amount	Balance													
6/24/2002								-\$30.00		07/14/02				\$0.00	adjustment
04/24/02								\$30.00		05/14/02				\$30.00	activation fee
1/31/2002								-\$63.50		2/20/2002				\$0.00	TRNSF TO 1343785
06/14/01	20	1998 S			100	5.00		\$7.06		07/05/01		\$70.80	7/2/2001	\$63.50	
5/25/2001	58	1997 M			600	10.34		\$22.64		6/21/2001				\$134.30	
03/28/01	61	1991 M			500	8.20		\$22.17		04/22/01	\$1.55		05/01/01	\$104.60	
1/26/2001	60	1986 M			600	10.00		\$23.03		2/21/2001	\$1.20		2/27/2001	\$80.88	
11/27/2000	61	1980 M			0	0.00		\$19.94		12/21/00		\$55.02	1/24/2001	\$56.65	
9/27/2000	62	1980 M			0	0.00		\$19.82		10/22/00	\$1.33		11/1/2000	\$90.08	
7/27/2000	58	1980 M			0	0.00		\$19.82		8/21/2000		\$34.46	9/26/2000	\$88.75	
5/30/2000	63	1980 M			100	1.59		\$20.35		6/21/2000			8/29/2000	\$68.93	
3/28/2000	62	1979 M			0	0.00		\$19.86		7/23/2000	\$1.53		5/2/2000	\$103.39	
1/26/2000	57	1979 M			0	0.00		\$19.58		2/21/2000	\$0.60		2/29/2000	\$101.86	
11/30/99	63	1979 M			100	1.59		\$20.14		12/22/99	\$0.31		12/28/1999	\$82.04	
9/28/1999	62	1978 M			0	0.00		\$19.56		10/21/99	\$0.29		11/1/1999	\$61.69	
7/28/1999	62	1978 M			100	1.61		\$20.01		8/22/1999		\$19.56	10/27/99	\$60.78	
												\$20.01	08/13/99	\$0.00	
												\$26.78	06/08/99	\$0.00	

TYPE CODES: A - ACTUAL C - CUSTOMER S - SERVICE ORDER FA - FINAL (ACTUAL)
 E - ESTIMATE R - REMOTE O - OFFICE ESTIMATE FE - FINAL (ESTIMATE)

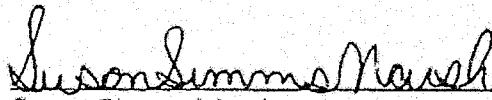
COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

In the matter of:

Re: Judith Sesky v. Pennsylvania-American Water Company
Docket No. C-20029153

NOTICE OF APPEARANCE

Please enter my appearance in the above-designated matter on behalf of Respondent, Pennsylvania-American Water Company. I am authorized to accept service on behalf of said participant in this matter. I am already receiving or have access to a copy of each document issued by the Pennsylvania Public Utility Commission in this matter and do not on the basis of this notice require an additional copy.


Susan Simms Marsh
800 West Hershey Park Drive
Hershey, Pennsylvania 17033
(717) 533-5000

Dated: January 15, 2003

DOCUMENT
FOLDER

DOCKETED
JAN 27 2003

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JUDITH SESKY,

Complainant

v.

PENNSYLVANIA-AMERICAN WATER
COMPANY,

Respondent

DOCKET NO. C-20029153

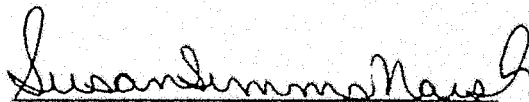
CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document, Pennsylvania-American Water Company's Answer to the Formal Complaint, upon the participants listed below, in accordance with the requirements of §1.54:

VIA FEDERAL EXPRESS MAIL

Judith Sesky
718 Brook Street
Scranton, PA 18505

Dated this 15th day of January 2003.



Susan Simms Marsh
Pennsylvania-American Water Company
800 West Hershey Park Drive
Hershey, Pennsylvania 17033
(717) 533-5000



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265
February 13, 2003

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20029153

(See attached list)

Judith Sesky v. Pennsylvania-American Water Company

Billing dispute.

Hearing Notice

This is to inform you that a hearing on the above-captioned case will be held as follows:

Type: Initial

Date: Tuesday, May 27, 2003

Time: 10:00 a.m.

Location: Room 318
Scranton State Office Building
100 Lackawanna Avenue
Scranton, Pennsylvania

Presiding: Administrative Law Judge Richard M. Lovenwirth
Room 317 Scranton State Office Building
100 Lackawanna Avenue
Scranton, PA 18503
Telephone: (570) 963-4818
Fax: (570) 963-3310

Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.

DOCUMENT
FOLDER

DOCKETED

FEB 19 2003

SJS

If you intend to file exhibits, 2 copies of hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Lovenwirth
Steve Springer, Scheduling Officer
Beth Plantz
Docket Section
Calendar File



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265
February 26, 2003

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20029153

(See letter dated 02/13/2003)

Judith Sesky v. Pennsylvania-American Water Company

Billing dispute.

Hearing Change Notice

This is to inform you that the Initial Hearing on the above-captioned case has been changed and will be held as follows:

Type: Initial Telephone Hearing
Date: Tuesday, May 27, 2003
Time: 10:00 a.m.
Presiding: Administrative Law Judge Richard M. Lovenwirth
Room 317 Scranton State Office Building
100 Lackawanna Avenue
Scranton, PA 18503
Telephone: (570) 963-4818
Fax: (570) 963-3310

Judith Sesky (570) 961-1252
Susan Simms Marsh, Esquire (717) 533-5000

Please change your records accordingly.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

DOCUMENT
FOLDER

DOCKETED

MAR 10 2003



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265
May 20, 2003

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20029153

(See letter dated 02/26/2003)

Judith Sesky v. Pennsylvania-American Water Company

Billing dispute.

Hearing Cancellation/Reschedule Notice

This is to inform you that at the request of Judith Sesky, Complainant, the Initial Telephone Hearing on the above-captioned case now scheduled to be held on Tuesday, May 27, 2003 at 10:00 a.m. has been canceled and has been rescheduled as follows:

Type: Initial Telephone Hearing
Date: Tuesday, July 15, 2003
Time: 10:00 a.m.
Presiding: Administrative Law Judge Richard M. Lovenwirth
Room 317 Scranton State Office Building
100 Lackawanna Avenue
Scranton, PA 18503
Telephone: (570) 963-4818
Fax: (570) 963-3310

Judith Sesky (570) 961-1252
Susan Simms Marsh, Esquire (717) 533-5000

Please change your records accordingly.

DOCUMENT
FOLDER

MAY 27 2003

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

Scheduling Office: (717) 787-1399.

- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Lovenwirth
Steve Springer, Scheduling Officer
Beth Plantz
Docket Section
Calendar File



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BTL

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265
June 11, 2003

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20029153

(See letter dated 05/20/2003)

Judith Sesky v. Pennsylvania-American Water Company

Billing dispute.

Hearing Cancellation/Reschedule/Change Notice

This is to inform you that the Administrative Law Judge in the above captioned case has been changed from Administrative Law Judge Richard M. Lovenwirth to Administrative Law Judge Michael A. Nemeec.

This is to inform you that the Initial Telephone Hearing on the above-captioned case now scheduled to be held on Tuesday, July 15, 2003 at 10:00 a.m. has been canceled and has been rescheduled as follows:

Type: Initial Telephone Hearing

Date: Friday, August 1, 2003

Time: 10:00 a.m.

Presiding: Administrative Law Judge Michael A. Nemeec
1103 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222
Telephone: (412) 565-3550
Fax: (412) 565-5692

DOCKETED

JUN 17 2003

DOCUMENT

At the above date and time the presiding officer will contact the parties as follows:

Judith Sesky (570) 961-1252
Susan Simms Marsh, Esquire (717) 533-5000

Please change your records accordingly.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

Scheduling Office: (717) 787-1399.

- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Nemeo
Steve Springer, Scheduling Officer
Beth Plantz
Docket Section
Calendar File