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COMMONWEALTH OF PENNSYLVANIA

PUBLIC UTILITY COMMISSION

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 Judith Sesky :
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 vs. :
 :
 Pennsylvania-American Water :
 Company. Billing dispute. :
 Initial telephonic hearing. :
 -----X

AUG 26 2003

PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU
 Docket No.
 C-20029153

mjp

Pages 1 through 12

Hearing Room #2
 Pittsburgh State Office Bldg.
 300 Liberty Avenue
 Pittsburgh, Pennsylvania

DOCKETED

AUG 28 2003

Friday, August 1, 2003

Met, pursuant to notice, at 10:00 a.m.

BEFORE:

Michael A. Nemec, Administrative Law Judge

APPEARANCES:

Judith Sesky
 718 Brook Street
 Scranton, Pennsylvania 18505
 (pro se)

ORIGINAL

Kathryn Sophy, Esq.
 800 W. Hershey Park Drive.
 Hershey, Pennsylvania 17033-0888
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1 ADMINISTRATIVE LAW JUDGE MICHAEL A. NEMEC:
2 This morning we have an initial hearing scheduled in
3 the case captioned Judith Sesky versus
4 Pennsylvania-American Water Company. The matter is
5 docketed at C-20029153. Present by way of telephone
6 is Miss Sesky. Also present by way of telephone is
7 attorney Katryn Sophy representing Pennsylvania
8 American Water Company, and with her is Judy McCoy
9 Jordan, service supervisor of the Pennsylvania Water
10 Company.

11 My name is Michael Nemec. I am an Administrative
12 Law Judge of the Pennsylvania Utility Commission. I
13 have been assigned to conduct this initial hearing.
14 The matter was originally scheduled to be heard by
15 Administrative Law Judge Levenworth back on July 15th.
16 He has since retired and it was assigned to me. I
17 guess it was originally scheduled for May 27th, 2003.
18 Then it was rescheduled for July 15th and then it was
19 rescheduled and reassigned to me.

20 For all of your information, I am seated in a
21 hearing room in the Pittsburgh State Office Building
22 on the other side of the state from you with a court
23 reporter who is taking a verbatim record of what you
24 say. Prior to going on the record, Miss Sesky and the
25 representative of Pa-American have been going through

1 the billing for service to a property known as 718
2 Brook Street. And it seems that that service has been
3 terminated as of a couple of weeks ago, I guess, for
4 non payment of the bill.

5 Miss Sesky, I'd like to take some brief
6 testimony from you.

7 JUDITH SESKY

8 having been duly sworn, testified under oath as
9 follows:

10 DIRECT EXAMINATION

11 JUDGE NEMEC: Your name is Judith Sesky?

12 MISS SESKY: Yes, it is.

13 JUDGE NEMEC: If you don't want to, you
14 don't have to give us your current address. Can you
15 or do you not wish to?

16 MISS SESKY: I won't be here much longer.
17 I am going to stay with the 718 because that is
18 actually my home.

19 JUDGE NEMEC: All right. Your home of
20 record then is 718 Brook Street, Scranton,
21 Pennsylvania, 18505. From your prior conversation off
22 the record I have learned that any mail addressed to
23 718 Brook Street in fact goes to a post office box; is
24 that correct?

25 MISS SESKY: Correct.

1 JUDGE NEMEC: Is your phone number going
2 to remain the same or is it going to change again?

3 MISS SESKY: For now, it is going to stay
4 at the 698-8208 number.

5 JUDGE NEMEC: And that is area code
6 570-698-8208?

7 MISS SESKY: Yes.

8 JUDGE NEMEC: That is different than the
9 number that is on the Complaint. Do you understand
10 that?

11 MISS SESKY: Yes.

12 JUDGE NEMEC: Now, apparently in the
13 Complaint that you filed back on December 21, 2002,
14 you were disputing the amount of your bill and that
15 was the bill that you owed to 718 Brook Street; is
16 that correct?

17 MISS SESKY: Correct.

18 JUDGE NEMEC: And you indicated in that
19 Complaint that Pennsylvania-American had no record of
20 the \$95 payment that was made by you, but prior to
21 going on the record this morning, you indicated that
22 in fact that \$95 payment was made, to the best of your
23 knowledge currently, back in 1997; is that correct?

24 MISS SESKY: Correct.

25 JUDGE NEMEC: So do you agree with me that

1 that is no longer an issue in this matter?

2 MISS SESKY: Correct.

3 JUDGE NEMEC: Thank you.

4 MISS SESKY: But I do have something to
5 add to that.

6 JUDGE NEMEC: Go ahead.

7 MISS SESKY: The reason I disputed that,
8 my first phone call to the water company to straighten
9 this out, the girl indicated there were two different
10 accounts and that at that time I didn't understand,
11 and she didn't explain to me the reason for the two
12 different accounts and that \$95. We went over figures
13 and that \$95 came up, but the gal that I was talking
14 to didn't explain a lot of things that the customer
15 service representative just explained to me.

16 JUDGE NEMEC: Okay, ma'am, correct me if I
17 am wrong, but my understanding is that the two
18 different accounts arose from the issue that service
19 had been terminated at a prior time to 718 Brook
20 Street, and then the payment was made and then service
21 was restored, and when the service was restored, a new
22 account number was applied to the service to that 718
23 Brook Street?

24 MISS SESKY: But that was never explained
25 to me before.

1 JUDGE NEMEC: But you understand that now?

2 MISS SESKY: Now I understand it.

3 JUDGE NEMEC: Apparently there was a
4 balance due on the account of 718 Brook Street and
5 eventually some six, seven months later, it was
6 transferred to the new account number. Are you with
7 me?

8 MISS SESKY: Yes.

9 JUDGE NEMEC: Do you agree that had been
10 explained to you?

11 MISS SESKY: That was just explained to
12 me, yes.

13 JUDGE NEMEC: Yes, today.

14 MISS SESKY: To me.

15 JUDGE NEMEC: And to me also, by the way.

16 MISS SESKY: I was not aware of that.

17 JUDGE NEMEC: And to bring everything
18 currently, apparently within the last month or two,
19 service had again been terminated to 718 Brook Street
20 and a final bill issued, as we just learned on July
21 31st, 2003, but also we have learned that the customer
22 service representative has calculated a credit that
23 she has offered to apply to that final account
24 balance. So that pretty much brings us up to both
25 your and my understanding of where your account is at

1 this time; is that right?

2 MISS SESKY: Correct.

3 JUDGE NEMEC: Is there anything else you
4 would like to add at this point?

5 MISS SESKY: I guess not.

6 JUDGE NEMEC: Well, your concern has to do
7 with, I guess, the amount of water that they
8 registered to you as consuming?

9 MISS SESKY: Yes. I am still concerned
10 about that, even though it is a minimal amount. But
11 it doesn't seem to be raising the amount, the service
12 charge amount, so I am willing to -- I understand
13 that, though.

14 JUDGE NEMEC: May I suggest something?

15 MISS SESKY: Yes.

16 JUDGE NEMEC: I am going to suggest that
17 Miss Sophy mail you her proposed exhibits and
18 information by regular mail to the 718 Brook Street
19 address so it comes to your post office box. And that
20 you take your time and review all of that, and then
21 may she call you, Miss McCoy Jordan?

22 MS. JORDAN: Yes. I would be happy to
23 call her since the phone call would be long distance
24 for her.

25 JUDGE NEMEC: Well, I want her to have

1 some time for her to review this before she talks to
2 you. Do you want to set a date and time for the phone
3 call now?

4 MS. JORDAN: That will be fine. I do
5 need to indicate I will be on vacation beginning
6 Thursday and I will be out until around the 18th.

7 JUDGE NEMEC: Why don't you, Miss Sesky
8 and Miss McCoy Jordan, why don't you pick a mutual
9 date and time and Miss McCoy Jordan will call you and
10 you can talk to her in detail.

11 MISS SESKY: Okay, that is fine. Since
12 she is going to be on vacation, why don't you pick the
13 day and the time for the telephone call and I will
14 make sure I am here.

15 MS. JORDAN: How about August 21 at around
16 10 o'clock?

17 MS. SESKY: That seems fine.

18 MS. JORDAN: What telephone number shall I
19 reach you at?

20 MISS SESKY: Area code 570-698-8208.

21 MS. JORDAN: Okay, that will be fine.

22 JUDGE NEMEC: All Right. Now, so that we
23 understand, Miss Sophy is going to remail her proposed
24 exhibits and information to you and then you are going
25 to have an opportunity to discuss this in detail with

1 Miss McCoy Jordan in August. Well, that is this
2 month, August 21st. If you are then satisfied with
3 your discussion at that point, what I would like you
4 to do is send a note on or before the end of August to
5 the effect that you have discussed this matter, and
6 you are now satisfied, and that will resolve the
7 Complaint. If you don't do that, send me a note and
8 say that you would like to have another hearing
9 scheduled and I will schedule a further hearing. How
10 is that?

11 MISS SESKY: That sounds very fine to me.

12 JUDGE NEMEC: This will give you time to
13 review this and make a decision as to whether you wish
14 to proceed further; all right?

15 MISS SESKY: All right. That is very
16 accomodating.

17 JUDGE NEMEC: Okay, ma'am.

18 MISS SESKY: And I appreciate it.

19 JUDGE NEMEC: Let's leave it at that.

20 Does everybody understand what they are going to do
21 now?

22 MS. JORDAN: Yes, Your Honor.

23 JUDGE NEMEC: We are going to adjourn at
24 this time. This matter will be continued generally
25 until I hear from Miss Sesky as to her wishes by the

1 end of August, the end of this month.

2 MISS SESKY: Thank you very much.

3 (Whereupon, at 11:25 a.m., the hearing was adjourned.)

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C E R T I F I C A T E

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I hereby certify as the stenographic reporter,

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that the foregoing proceedings were taken

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stenographically by me, and thereafter reduced to

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transcript is a true and accurate record to the best

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of my ability.

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