

DOCKET NO.: C-20016628  
RESPONDENT OR APPLICANT: PHILADELPHIA SUBURBAN WATER CO.  
PARTY OR COMPLAINANT: CASERTA, RENAE M.

ENTRY TYPE	DATE	BUREAU	PERSONNEL
1 N	12/15/01	SEC	HENRY
FORMAL COMPLAINT OF RENAE M. CASERTA VS. PHILADELPHIA SUBURBAN WATER COMPANY			
2 N	01/08/02	SEC	HENRY
NOTICE OF COMPLAINT SENT TO RESPONDENT FOR ANSWER IN 20 DAYS			
3 N	01/31/02	SEC	FRISCIA
RESPONDENT FILED LETTER CERTIFYING AGREEMENT REACHED & COMPLAINT SATISFIED			
4 N	02/19/02	SEC	FRISCIA
OALJ MEMO ACKNOWLEDGING WITHDRAWAL & CLOSING IN 10 DAYS			
5 N	03/14/02	SEC	FRISCIA
SEC LETTER ADVISING COMMISSION HAS MARKED THE PROCEEDING CLOSED			

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: 12/15/01  
8. DOCKET NO: C-20016628 : 9. EFFECTIVE DATE: 00/00/00

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PARTY/COMPLAINANT: CASERTA, RENAE M.

RESPONDENT/APPLICANT: PHILADELPHIA SUBURBAN WATER CO.

COMP/APP COUNTY:

UTILITY CODE: 212370

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ALLEGATION OR SUBJECT

COMPLAINANT STATES COMPANY WAS AWARE THAT THE PROPERTY WAS A RENTAL PROPERTY, AS SHE DISCUSSED THE BILL WITH THEM SEVERAL TIMES IN MAKING PAYMENT ARRANGEMENTS. SHE WANTS THE \$747 AMOUNT TO BE REMOVED FROM HER BILL AS IT WAS NOT HER FAULT THEY DID NOT READ AN OUTSIDE METER FOR TWO YEARS.

DOCUMENT  
FOLDER

**DOCKETED**  
JAN 08 2002

C - 20016628  
212370  
RECEIVED

Formal Complaint Form  
Pennsylvania Public Utility Commission

DEC 17 2001  
PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Please Print: (you may also type your answers directly onto the form or type on your screen)

1. Your name, mailing address and telephone number:

Name Renee M. Caserta (formerly Moberg)  
Street/P.O.Box 614 S. Bancroft Pkwy, Apt #  
City Wilmington State De. Zip 19805  
County New Castle Area Code/Home Phone 302 651 0325  
Area Code/Work Phone 484 716 1646 cell

2. Name of company your complaint concerns: Philadelphia Suburban Water

3. What is your complaint? (Use additional paper if need more space)

*See attached*

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

*See attached*

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.

Renee M. Caserta  
Signature

12-14-01  
Date

Continued on next page

1

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

Lawyer's Name N/A

Street \_\_\_\_\_

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

Area Code/Phone Number \_\_\_\_\_

**Mail to:**  
Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105-3265

For more information, please contact the Secretary's Bureau at 717-772-7777.

The Address of This Complaint  
was For Renae Muller - formerly at -  
345 King of Prussia Rd.  
Wayne, Pa. 19087  
Montgomery County

12-14-01

Dear Complaint Department.

Question #3 - What is my complaint

My complaint is as follows.

I rented the property at 345 King of Prussia Rd.

from 3-98- until 2-2000. The property had  
anywhere from 2 to 5 adults living there.

The water company was aware that this was  
a rental property as I many times discussed  
my bill with them in making payment  
arrangements. They only read the meter

which was outside of the home 2 times.

8-20-98 and 10-6-00. The 10-6-00 reading

They billed me for an oversight on their  
part of \$747.00. A shocking oversight.

All other renters we out of the house when

I received their bill in November and

began to fight this. The PUC only credited

me \$242.00. I have for months tried

to come to a resolve. I moved out of the property on 2-28-01 and they continued to send me shut off notices and charges up until June of 2001. I finally discovered I could write to you so I am requesting that this \$747.00 amount be removed from my bill as it was not my fault they did not need an outside meter for 2 years - had myself + the other renters known we could have gone to the land lord to discover a possible leak. Please contact me on my cell phone at 484 716 1646.

Thank You.

Renee Caserta

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

DATE SERVED: JANUARY 8, 2002

C-20016628

PHILADELPHIA SUBURBAN WATER CO  
NICHOLAS DEBENEDICTIS CHAIRMAN  
762 LANCASTER AVE  
BRYN MAWR PA 19010

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by RENAE M. CASERTA. 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.

DOCUMENT  
FOLDER

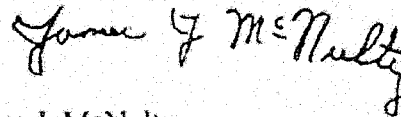
JANUARY 8, 2002

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,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty  
Secretary

JH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 8, 2002

RENAE M. CASERTA  
Complainant

VS.

PHILADELPHIA SUBURBAN WATER  
COMPANY  
Respondent

Complaint Docket  
No: C-20016628

DOCUMENT  
FOLDER  
**DOCKETED**  
JAN 08 2002

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: PHILADELPHIA SUBURBAN 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).

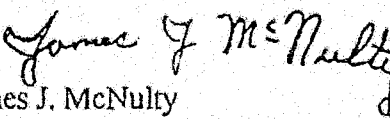
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

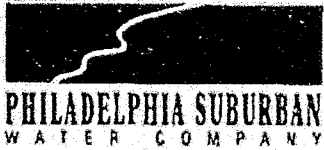
4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate 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



RECEIVED

762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489  
610.645.1126  
fax: 610.645.1061

DOCUMENT  
FOLDER  
ORIGINAL

JAN 31 2002  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

FRANCES P. ORTH, ESQUIRE  
Corporate Counsel

January 31, 2002

DOCKETED  
FEB 05 2002

VIA FEDERAL EXPRESS

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
North Office Building  
North Street and Commonwealth Avenue  
Harrisburg, PA 17105-3265

Re: Complaint Docket No. C-20016628  
Renae M. Caserta v. Philadelphia Suburban Water Company

Dear Mr. McNulty:

Please be advised that the above-captioned complaint has been resolved pursuant to an agreement reached between Renae M. Caserta and Philadelphia Suburban Water Company.

This letter shall serve as a certification pursuant to 52 Pa. Code 5.24(b) that there is satisfaction with the manner in which we have resolved this complaint. **Please mark this matter closed and consider the complaint as having been withdrawn.**

Sincerely,

Frances P. Orth

cc: Renae M. Caserta (1<sup>st</sup> class mail)

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: February 7, 2002

SUBJECT: C-20016628  
Rena M. Caserta v. Philadelphia Suburban Water Company

TO: Wanda Zeiders  
Docket Management

FROM: Ann M. Humes, Mediation Assistant  
Office of Administrative Law Judge

On January 31, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by Frances P. Orth, Esquire. 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: ALJ (None Assigned)  
Herb Nurick  
Elzy Ditzler  
Beth Plantz  
Case File

DOCUMENT  
FOLDER

DOCKETED  
FEB 11 2002



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

IN REPLY PLEASE  
REFER TO OUR FILE

March 14, 2002

C-20016628

RENAE M. CASERTA  
614 SOUTH BANCROFT PARKWAY  
WILMINGTON DE 19808

DOCUMENT  
FOLDER

**DOCKETED**  
MAR 14 2002

RENAE M. CASERTA  
VS.  
PHILADELPHIA SUBURBAN WATER COMPANY

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

nvl  
cc: All parties of Record  
Office of ALJ