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WITNESS INDEX

<u>WITNESSES</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>
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Judy McCoy Jordan (By Mr. Mendelsohn)	6	--	--	--
(By Judge Nemece)	16	--	--	--

EXHIBIT INDEX

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<u>NUMBER</u> <u>PAWC</u>		<u>FOR</u> <u>IDENTIFICATION</u>	<u>FOR</u> <u>EVIDENCE</u>
√1	Screen snapshot for Yvonne Butler	9	16
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P R O C E E D I N G S

1  
2 ADMINISTRATIVE LAW JUDGE MICHAEL A. NEMEC: This  
3 morning we have a case that's captioned Yvonne L. Butler  
4 versus Pennsylvania-American Water Company. The matter is  
5 docketed at C-20067065.

6 Present by way of telephone is Attorney Seth  
7 Mendelsohn representing Pennsylvania-American Water Company.  
8 Also present is the witness for PA-American Water, Judy  
9 Jordan.

10 I attempted to contact the complainant, Yvonne Butler,  
11 at the two numbers listed on her complaint, (724) 657-1413  
12 and (724) 510-5612. Both calls were answered by recordings.  
13 They invited me to leave a message. I did so, stating that  
14 I needed a call back by 10:30 or we would proceed without  
15 Ms. Butler.

16 I have not received a call back. So we are going to  
17 proceed without her. Mr. Mendelsohn, you may proceed.

18 MR. MENDELSON: Your Honor, at this point I would  
19 make a motion to dismiss the formal complaint. The PUC had  
20 issued an order on December 27th, 2006, setting today's  
21 hearing, the initial telephonic hearing. Specifically on  
22 page two it said she may lose the case if you do not take  
23 part in the hearing and present facts on the issues raised.

24 Further, Your Honor had issued an order dated January  
25 8th, 2007, again in all bold and in all caps in paragraph

1 number nine, you may lose this case if you do not take part  
2 in this hearing and present evidence on the issues raised.

3 We believe it's appropriate to move to dismiss this  
4 matter with prejudice for her failing to participate. I  
5 would also note for Your Honor that on at least two  
6 occasions, one before Your Honor's January 8th order and one  
7 after, that I attempted with Ms. Jordan present to contact  
8 Ms. Butler to see whether or not we could work out this  
9 matter, and neither of my calls were ever returned to me.

10 So at this point I'd make a motion to dismiss for her  
11 failure to participate and present any case.

12 JUDGE NEMEC: That motion is certainly appropriate  
13 under the circumstances. I have a question, though. Is the  
14 service address 319 North Shenango Street?

15 MS. JORDAN: Yes, it is, Your Honor.

16 JUDGE NEMEC: Of course, that's the address she has on  
17 her complaint. I assume also that the service is still on.

18 MS. JORDAN: Yes, it is, Your Honor.

19 JUDGE NEMEC: You still have not been able to access  
20 the shutoff valve. All very interesting. All right. I see  
21 no reason why the complaint should not be dismissed, and we  
22 will do so.

23 MR. MENDELSON: Your Honor, would you like to ask any  
24 of those questions to Ms. Jordan under oath? I'm not sure  
25 of Your Honor's requirement to the Commissioners for an

1 initial decision. But I'm happy to have Ms. Jordan say  
2 those things under oath in order to help Your Honor in  
3 preparation of such a decision.

4 JUDGE NEMEC: I think it might be helpful to have a  
5 record as to some of the allegations.

6 MR. MENDELSON: Your Honor, I can put on some brief  
7 testimony with Ms. Jordan maybe to illustrate some of the  
8 factual background.

9 JUDGE NEMEC: That's fine. Ms. Jordan, can you hear  
10 me?

11 THE WITNESS: Yes, I can, Your Honor.  
12 Whereupon,

13 JUDY MCCOY JORDAN,  
14 having been duly sworn, testified as follows:

15 JUDGE NEMEC: You may proceed, Mr. Mendelsohn.

16 MR. MENDELSON: Thank you, Your Honor.

17 DIRECT EXAMINATION

18 BY MR. MENDELSON:

19 Q. Ms. Jordan, would you please state your name and  
20 spell it for the record.

21 A. Judy McCoy Jordan. That's J-u-d-y M-c-C-o-y  
22 J-o-r-d-a-n.

23 Q. Ms. Jordan, would you tell us where you're  
24 employed.

25 A. Pennsylvania-American Water Company.

1 Q. And for how long have you been employed by  
2 Pennsylvania-American Water Company?

3 A. Twenty-two years.

4 Q. And what is your job title?

5 A. Collection and compliance supervisor.

6 Q. What do you do as collection and compliance  
7 supervisor for the company?

8 A. I'm actually responsible for participating in  
9 hearings on behalf of the company, I'm also responsible for  
10 responding to PUC complaints that have been filed by  
11 customers, and I'm also responsible with various collection  
12 activities.

13 Q. Does Pennsylvania-American Water Company provide  
14 water service to 319 North Shenango Street, New Castle, PA?

15 A. Yes, we do.

16 Q. And who is the ratepayer for this address?

17 A. Currently Yvonne and Lonnie Butler.

18 Q. What's the account number?

19 A. 24-1821490.

20 Q. When was this account, 24-1821490, activated?

21 A. On December 7th of 2006.

22 Q. Can you briefly explain to us, Ms. Jordan, what  
23 the problem is with this account?

24 A. Yes, I can. Yvonne and Lonnie Butler, they've  
25 been customers of the company since 1998 at this particular

1 address. At times they've had the water service in the name  
2 of Lonnie Butler or Yvonne Butler. Unfortunately, the  
3 Butlers have left outstanding balances on their individual  
4 accounts totaling \$1,982.94.

5 In April of 2005 when this account was in the  
6 name of Lonnie Butler, the company attempted to disconnect  
7 water service. However, service could not be disconnected  
8 because a car was parked on the curb box. The company made  
9 other attempts to actually disconnect the water service, but  
10 we were unsuccessful.

11 The Butlers actually continued to use water  
12 service past April of 2005, though they were not billed  
13 because the company had completed a final bill as requested  
14 by the customer.

15 In December of 2006 the company learned that the  
16 Butlers were continuing to reside at 319 North Shenango  
17 Street and that they were using water. The company then  
18 activated the account and transferred the outstanding  
19 balance of 1,982.94 to the new account that was established.

20 Q. Thank you. I know you had a lot of information  
21 there. Maybe just for the record I can break some of it  
22 down briefly. You had mentioned, did Yvonne Butler have an  
23 earlier account at 319 North Shenango Street?

24 A. Yes, she did.

25 Q. What was that account number?

1 A. That account number was 24-1050331.

2 Q. When was that account in her name?

3 A. That particular account was in her name from May  
4 of 1998 until April of 2004.

5 (Whereupon, the document was marked as PAWC Exhibit  
6 No. 1 for identification.)

7 BY MR. MENDELSON:

8 Q. I want to direct your attention to what's been  
9 marked as PAWC Exhibit Number 1. Can you tell us what this  
10 document is?

11 A. This is the actual account snapshot screen for  
12 the account listed as Yvonne Butler for 319 North Shenango  
13 Street in New Castle.

14 Q. And can you explain to us-- You had testified  
15 earlier that the account began in her name in May 1998.  
16 Where can we find this on this Exhibit Number 1?

17 A. On this particular exhibit we have an asterisk on  
18 the left and the asterisk is beside the connect date, which  
19 indicates May 13th of 1998, and the asterisk beside the  
20 close date, which indicates April 27th of 2004.

21 Q. Did Yvonne Butler leave an outstanding balance on  
22 this account?

23 A. Yes, she did.

24 Q. How much?

25 A. The outstanding balance for this account is

1 1,583.52, which can be found on Exhibit Number 2.

2 (Whereupon, the document was marked as PAWC Exhibit  
3 No. 2 for identification.)

4 BY MR. MENDELSON:

5 Q. All right. Well, let's look now at Exhibit  
6 Number 2. Can you tell us what this document is?

7 A. This is an account statement for Yvonne Butler  
8 that was actually prepared under my direction.

9 Q. Okay. Is this document true and accurate to the  
10 best of your information, knowledge, and belief?

11 A. Yes, it is.

12 Q. Can you explain to us just briefly, Ms. Jordan,  
13 how do we read this document?

14 A. You'll see the service period which is in the  
15 first column, the number of days of service, the meter  
16 reading obtained, the type of reading, the consumption  
17 actually billed, the average daily consumption, the water  
18 amount, the due date of the bill, any late penalty charges  
19 that may have been assessed, any payments made to the  
20 account, the date of those payments, any balance on the  
21 account.

22 And if you look at the asterisk there you'll see  
23 the asterisk beside the outstanding balance currently of  
24 1,583.52 and also in the other comments as it refers to the  
25 particular account.

1 Q. So when Yvonne Butler finished this account she  
2 owed the company 1,583.52?

3 A. That is correct.

4 Q. At some point was water service transferred into  
5 the name of Lonnie Butler?

6 A. Yes, it was.

7 Q. When was service in his name?

8 A. Service in Lonnie Butler's name was from April  
9 27th of 2004 until April 11th of 2005.

10 Q. So what was the account number assigned at the  
11 time when the service was in Lonnie Butler's name?

12 A. Account No. 24-1586714.

13 (Whereupon, the document was marked as PAWC Exhibit  
14 No. 3 for identification.)

15 BY MR. MENDELSON:

16 Q. Turning your attention, Ms. Jordan, to Exhibit 3,  
17 can you tell us what this document is?

18 A. Yes. It is the account snapshot screen for  
19 Lonnie Butler.

20 Q. And, again, can you explain to us-- I see  
21 there's an asterisk. Can you explain to us on this sheet,  
22 on Exhibit 3, when service was in his name, where we find  
23 that information?

24 A. There's an asterisk on the left next to the  
25 connect date, which indicates April 27th of 2004. Right

1 underneath it is the close date, which indicates April 11th  
2 of 2005.

3 Q. Why was service ended in April 2005?

4 A. Lonnie Butler actually requested a final read and  
5 a discontinuance of service for the account.

6 Q. What was the company's response to this?

7 A. We actually took a final reading. However, as I  
8 indicated before, we were unable to disconnect service  
9 because a car was parked over the curb stop.

10 (Whereupon, the document was marked as PAWC Exhibit  
11 No. 4 for identification.)

12 BY MR. MENDELSON:

13 Q. I want to direct your attention now to PAWC  
14 Exhibit Number 4. Ms. Jordan, can you explain to us what  
15 this document is?

16 A. Yes. It's the service order which indicates the  
17 asterisk above in the middle of the account is the service  
18 order final read for the actual account.

19 Q. How do you know it was requested by Lonnie  
20 Butler?

21 A. If you look to the right of the document there's  
22 three blocks. The third block down indicates that it was  
23 requested by Lonnie.

24 Q. Is there an asterisk by that?

25 A. Yes, there is. On the left of the third block

1 there's an asterisk that indicates that this was requested  
2 by Lonnie.

3 Q. Did Lonnie Butler leave an outstanding balance on  
4 his account?

5 A. Yes, he did.

6 Q. How much?

7 A. \$399.42.

8 (Whereupon, the document was marked as PAWC Exhibit  
9 No. 5 for identification.)

10 BY MR. MENDELSON:

11 Q. I now direct your attention to what's been marked  
12 as PAWC Exhibit Number 5. Is this the account statement for  
13 Lonnie Butler when the service was in his name?

14 A. Yes, it is.

15 Q. And where do you get that 399.42 number from, Ms.  
16 Jordan?

17 A. In looking at the next to the last column from  
18 the right there's an asterisk there for the balance of  
19 \$399.42.

20 Q. During the year that the service was in Lonnie  
21 Butler's name, how many payments did he make to the water  
22 company?

23 A. He made one payment of \$50, which is in the  
24 payment column, and that was made on July 29th of 2004.

25 Q. Now, Ms. Jordan, did Lonnie Butler or Yvonne

1 Butler complain to the Bureau of Consumer Services about the  
2 company's attempt to bill for these uncollected amounts?

3 A. Yes.

4 (Whereupon, the document was marked as PAWC Exhibit  
5 No. 6 for identification.)

6 BY MR. MENDELSON:

7 Q. Directing your attention to Exhibit 6, is this  
8 the BCS decision that the company received?

9 A. Yes, it is.

10 Q. Ms. Jordan, earlier you stated the company  
11 established a new account in December 2006. Is that  
12 correct?

13 A. Yes, we did.

14 (Whereupon, the document was marked as PAWC Exhibit  
15 No. 7 for identification.)

16 BY MR. MENDELSON:

17 Q. Directing your attention to Exhibit 7, what is  
18 this document?

19 A. Exhibit 7 is the account snapshot screen listed  
20 for Yvonne and Lonnie Butler. This is their newly  
21 established account.

22 Q. What has the company listed as the connect date?

23 A. The connect date has been issued as April 11th of  
24 2005.

25 Q. And where can I find that on this document?

1           A.    If you're looking in the left-hand column there  
2 is a connect date and there's an asterisk right beside the  
3 April 11th, 2005, date.

4           Q.    Has the company applied the outstanding balances  
5 from these two prior accounts to this new account?

6           A.    Yes, we have.

7           (Whereupon, the document was marked as PAWC Exhibit  
8 No. 8 for identification.)

9           BY MR. MENDELSON:

10          Q.    Directing your attention to what's been marked as  
11 Exhibit 8, this appears to be an account statement. Is this  
12 the account statement for the new account?

13          A.    Yes, it is. It's the account statement for  
14 Yvonne and Lonnie Butler.

15          Q.    Ms. Jordan, at all times are we talking about the  
16 same service address?

17          A.    Yes, we are.

18          Q.    What is the outstanding balance now on this new  
19 account?

20          A.    The outstanding balance currently is 1,982.94.

21          Q.    Ms. Jordan, is Exhibit 8 true and correct to the  
22 best of your knowledge, information, and belief?

23          A.    Yes, it is.

24          MR. MENDELSON: Your Honor, I have no further  
25 questions for Ms. Jordan. I would move for the admission of

1 PAWC Exhibits 1 through 8 into evidence.

2 JUDGE NEMEC: PAWC Exhibits 1 through 8 are admitted  
3 into evidence.

4 (Whereupon, the documents marked as PAWC Exhibit Nos.  
5 1 through 8 were received in evidence.)

6 MR. MENDELSON: If Your Honor has any questions for  
7 Ms. Jordan.

8 JUDGE NEMEC: No, I don't have any questions. Well, I  
9 take that back. Are any bills being issued currently for  
10 this account?

11 THE WITNESS: Yes, Your Honor.

12 JUDGE NEMEC: And they're being mailed to the service  
13 address?

14 THE WITNESS: Yes, Your Honor.

15 JUDGE NEMEC: And no payments have been received?

16 THE WITNESS: No, Your Honor.

17 JUDGE NEMEC: No, I don't have any other questions.  
18 Thank you.

19 MR. MENDELSON: You're welcome, Your Honor. Thank  
20 you.

21 JUDGE NEMEC: If there's nothing further, we will  
22 adjourn.

23 MR. MENDELSON: Thank you very much, Your Honor.  
24 Thank you, Ms. Jordan.

25 (Whereupon, at 10:49 a.m., the hearing adjourned.)

\* \* \*

C E R T I F I C A T E

I hereby certify, as the stenographic reporter, that the foregoing proceedings were taken stenographically by me, and thereafter reduced to typewriting by me or under my direction; and that this transcript is a true and accurate record to the best of my ability.

COMMONWEALTH OF PENNSYLVANIA  
Notarial Seal  
Karen L. Cross, Notary Public  
Economy Boro, Beaver County  
My Commission Expires July 26, 2010  
Member, Pennsylvania Association of Notaries

COMMONWEALTH REPORTING CO., INC.

BY: Karen L. Cross  
Karen L. Cross

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February 6, 2007

VIA UPS OVERNIGHT DELIVERY

The Honorable Michael A. Nemeec  
Administrative Law Judge  
Pennsylvania Public Utility Commission  
1103 Pittsburgh State Office Building  
300 Liberty Avenue  
Pittsburgh, PA 15222

RECEIVED  
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SECRETARY'S BUREAU

Re: Yvonne L. Butler v. Pennsylvania-American Water Company  
Docket No. C-20067065

Dear Judge Nemeec:

Pursuant to the December 27, 2006, Telephone Hearing Notice for the above-captioned case, I have enclosed three (3) copies of Pennsylvania-American Water Company's Exhibits 1-8, which may be offered into evidence during the initial telephone hearing in the above captioned case scheduled for Thursday, February 15, 2007, at 10:00 a.m.

As evidenced by the enclosed Certificate of Service, all parties to this proceeding have been duly served.

Respectfully submitted,

  
Seth A. Mendelsohn

Enclosures

cc: James McNulty, Secretary (Certificate of Service Only)  
Yvonne L. Butler  
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)  
I [www.pawc.com](http://www.pawc.com)

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

YVONNE L. BUTLER,  
Complainant

v.

PENNSYLVANIA-AMERICAN WATER  
COMPANY,  
Respondent


DOCKET NO. C-20067065

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the participants, listed below, in accordance with the requirements of 52 Pa. Code § 1.54:

VIA OVERNIGHT MAIL

Yvonne L. Butler  
319 North Shenango Street  
New Castle, PA 16101

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

Dated this 6<sup>th</sup> day of February, 2007.



Path

Snapshot Scn 1 | Snapshot Scn 2 | Special Billing | Usage Hist Comp | Usage Hist Comp | M/R Comm Codes | W/W Srv Dtd

Customer #  3 Butler, Yvonne L

Account #  6 Butler, Yvonne L Premises #

Service Address 319 N SHENANGO ST NEW CASTLE, PA 16101 2230

Mailing Address 319 N Shenango St New Castle PA 16101

Telephone Number 724-657-1413 Electronic Payment N Bill Class 1

Cur Bill Due Date 5/27/2004 Heat Type NON-HOT WT Number of Bill Days 22

Next Read Date 12/07/2006 Landlord --- Fixed Charge N

Connect Date 5/13/1999 Number of Tenants 0 Rate Adjustment Y

Close Date 4/27/2004 Account Status CO Taxes N

Meter # N044112920 Meter Information Meter Install Date 5/01/1998

Meter Make EM Last Inside Read Dt ---

Meter Size 5/8 Consec Est Count 0

Meter Location Code ---

Unit of Measure 1000 Read 100 Gal Bill 100 Gal

DOCUMENT FOLDER

DOCKETED FEB 26 2007

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FEB 23 2007

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

EXHIBIT PAWC-1 PGH/C-20067065 2-15-07 KLC

PENNSYLVANIA AMERICAN WATER ACCOUNT STATEMENT

Customer: Yvonne Butler

Address: 319 N Sheringo St, New Castle, PA 16101

Connect Date: 5/13/1998

Acct. No: 24-1050331

SVC TO	DAYS	MTR RCD	TYPE	CONS	ADC	WATER AMT	DUE DATE	LPC	PAYMENT	DATE	BALANCE	COMMENTS
4/27/2004	22	3501	FS	3,800	172.73	\$30.31	5/27/2004		\$12.00	12/15/2004	\$1,583.52	
4/6/2004	32	3463	A	11,000	343.75	\$74.81	4/28/2004				\$1,695.52	BALANCE CHARGED OFF 11/16/04
3/4/2004	28	3353	A	10,000	357.14	\$68.85	3/29/2004				\$1,665.21	
3/4/2004	29	3253	M	5,200	179.31	\$0.93	3/29/2004				\$1,590.40	DEFERRED BILLING
1/7/2004	33	3201	A	6,300	190.91	\$47.94	3/1/2004				\$1,520.62	
12/5/2003	29	3138	A	6,500	224.14	\$45.62	12/30/2003				\$1,482.68	
11/6/2003	31	3073	A	6,800	219.35	\$47.23	12/1/2003				\$1,437.75	
10/6/2003	28	3005	M	10,200	364.29	\$65.51	13/29/2003				\$1,392.13	
9/16/2003						\$20.00	10/6/2003				\$1,344.90	
9/12/2003						\$220.00	10/2/2003				\$1,279.39	RET'D PAYMENT CHARGE
9/8/2003	34	2903	A	14,500	425.47	\$88.25	9/30/2003				\$1,259.39	RETURNED PAYMENT
8/5/2003	29	2758	A	8,900	305.90	\$68.28	8/29/2003				\$1,039.39	
7/7/2003	32	2669	M	23,000	718.75	\$133.73	7/30/2003				\$951.14	
6/5/2003	31	2439	A	23,900	710.97	\$138.32	6/30/2003		\$220.00	6/25/2003	\$759.13	
5/5/2003	31	2200	A	23,500	758.05	\$136.17	5/28/2003		\$80.00	6/4/2003	\$979.13	
4/4/2003	28	1965	A	7,700	275.00	\$51.77	4/29/2003				\$840.81	
3/7/2003	30	1888	A	0	0.00	\$10.53	3/31/2003				\$920.81	
2/6/2003	29	1888	A	10,100	348.28	\$64.55	3/3/2003				\$784.64	
1/7/2003	32	1787	A	12,500	399.53	\$71.37	1/30/2003				\$732.87	
12/6/2002	32	1662	A	11,400	358.25	\$71.35	12/31/2002				\$722.24	
11/4/2002	31	1548	A	11,200	361.29	\$70.28	12/2/2002				\$657.69	
10/4/2002	30	1436	A	11,800	386.67	\$72.40	10/29/2002				\$580.32	
9/4/2002	29	1320	A	0	0.00	\$10.56	9/30/2002		\$67.00	10/4/2002	\$508.97	
8/6/2002	32	1320	A	0	0.00	\$10.56	8/28/2002		\$250.00	10/4/2002	\$438.65	
7/5/2002	31	1320	A	0	0.00	\$10.53	7/31/2002			10/4/2002	\$366.29	
6/4/2002	29	1320	A	0	0.00	\$10.51	7/1/2002				\$433.29	
5/6/2002	28	1320	A	0	0.00	\$10.51	5/29/2002				\$422.73	
4/8/2002	33	1320	A	0	0.00	\$10.51	5/1/2002				\$672.73	
3/6/2002	29	1320	A	0	0.00	\$10.50	4/1/2002				\$672.73	
3/6/2002	29	1320	A	0	0.00	\$0.31	4/1/2002				\$662.17	
2/5/2002	33	1320	A	0	0.00	\$9.75	2/27/2002				\$651.64	
1/7/2002	33	1320	A	0	0.00	\$9.99	1/30/2002				\$641.13	
12/5/2001	33	1320	A	3,300	100.90	\$26.35	12/1/2001		\$100.00	11/26/2001	\$630.62	

A - ACTUAL  
 E - ESTIMATE  
 S - SERVICE ORDER  
 C - CUSTOMER  
 M - MANUAL  
 R - REMOVED READ  
 D - RADIO FREQUENCY

IA - INITIAL (ACTUAL)  
 IE - INITIAL (ESTIMATE)

FA - FINAL (ACTUAL)  
 FE - FINAL (ESTIMATE)  
 FM - FINAL (MANUAL)

**DOCUMENT**  
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**DOCUMENT FOLDER**

EXHIBIT  
 PAWC-2  
 P64/C-20067065  
 2-15-07  
 KLC

PENNSYLVANIA AMERICAN WATER ACCOUNT STATEMENT

Customer: Yvonne Butler  
 Address: 319 N Strenango St., New Castle, PA 16101  
 Acct No: 24-1050331

SVC TO	DAYS	MTR RDG	TYPE	CONS	ADC	WATER AMT	DUE DATE	IPC	PAYMENT	DATE	BALANCE	COMMENTS
11/2/2001	29	1287	A	6,300	217.24	\$41.25	11/27/2001				\$663.21	
10/4/2001	29	1224	A	3,800	131.03	\$28.83	10/29/2001				\$621.96	
9/5/2001	33	1186	A	7,600	230.30	\$47.34	10/1/2001				\$593.13	
8/3/2001	28	1110	A	0	0.00	\$9.88	8/28/2001				\$545.79	
7/6/2001	30	1110	A	6,400	213.33	\$41.42	7/30/2001				\$605.79	
6/6/2001	30	1046	A	2,700	90.00	\$23.11	6/28/2001				\$595.91	
5/7/2001	32	1019	A	4,900	153.13	\$33.92	5/29/2001				\$554.49	
4/5/2001	30	970	A	3,200	105.67	\$25.56	4/30/2001				\$531.38	
3/6/2001	29	938	A	4,200	144.83	\$30.50	3/28/2001				\$497.46	
2/5/2001	31	896	A	400	12.90	\$1.82	2/27/2001				\$471.96	
1/5/2001	30	892	A	0	0.00	\$9.86	1/29/2001				\$548.90	
12/6/2000	33	892	A	0	0.00	\$9.81	12/23/2000				\$518.40	
11/3/2000	29	892	A	0	0.00	\$9.81	11/27/2000				\$518.40	
10/5/2000	29	892	A	0	0.00	\$9.81	10/30/2000				\$518.40	
9/28/2000						\$20.00	10/22/2000				\$518.40	RETRO PAYMENT CHARGE
9/6/2000	33	892	A	0	0.00	\$9.75	9/28/2000				\$607.29	
8/4/2000	29	892	A	300	10.34	\$11.20	8/28/2000				\$487.29	
7/6/2000	34	889	A	8,300	244.12	\$50.10	7/31/2000				\$537.29	
6/2/2000	29	806	A	4,300	148.28	\$30.71	6/28/2000				\$527.54	
5/4/2000	29	763	A	3,800	131.03	\$28.26	5/30/2000				\$647.54	
4/5/2000	30	725	A	7,900	263.33	\$48.24	4/27/2000				\$636.34	
3/6/2000	32	646	A	3,300	103.13	\$25.80	3/29/2000				\$625.24	
2/3/2000	29	613	A	2,700	93.10	\$22.88	2/28/2000				\$597.27	
1/5/2000	30	565	A	2,800	93.33	\$22.97	1/31/2000				\$532.27	
12/6/1999	33	556	A	3,700	112.12	\$26.51	12/29/1999				\$702.27	
11/3/1999	29	521	A	3,600	124.14	\$26.05	11/29/1999				\$654.03	

TYPE CODES: A - ACTUAL C - CUSTOMER R - REMOTE READ IA - INITIAL (ACTUAL) FA - FINAL (ACTUAL)  
 E - ESTIMATE M - MANUAL IE - INITIAL (ESTIMATE) FE - FINAL (ESTIMATE)  
 S - SERVICE ORDER D - RADIO FREQUENCY IM - INITIAL (MANUAL) FM - FINAL (MANUAL)

PENNSYLVANIA AMERICAN WATER ACCOUNT STATEMENT

PAGE 3

Customer: Yvonne Butler  
 Address: 319 N. Shenango St., New Castle, PA 16101  
 Acct No: 24-1050331

SVC TO	DAYS	MTR RDRG	TYPE	CONS	ADC	WATER AMT	QUE DATE	TRC	PAYMENT	DATE	BALANCE	COMMENTS
10/5/1999	32	485	A	3.800	118.75	\$26.95	10/28/1999		\$35.00	5/25/1999	\$669.82	
9/3/1999	29	447	A	4.100	141.38	\$28.74	9/25/1999		\$35.00	8/25/1999	\$677.86	
8/5/1999	30	406	A	4.800	160.00	\$31.30	8/30/1999		\$5.00	7/28/1999	\$684.72	
7/6/1999	32	358	A	6.500	203.13	\$39.00	7/29/1999		\$30.00	6/9/1999	\$619.42	
											\$649.42	BALANCE

TYPE CODES: A - ACTUAL C - CUSTOMER R - REMOTE READ IA - INITIAL (ACTUAL) FA - FINAL (ACTUAL)  
 E - ESTIMATE M - MANUAL R - REMOTE READ IE - INITIAL (ESTIMATE) FE - FINAL (ESTIMATE)  
 S - SERVICE ORDER D - RADIO FREQUENCY IM - INITIAL (MANUAL) FM - FINAL (MANUAL)



Path

Snapshot Scan 1 | Snapshot Scan 2 | Special Billing | Usage Hist Comp | Usage Hist Comp | M/R Comm Codes | W/W Srv Oid

Customer #  4 BULTER, LONNIE

Account #  6 BULTER, LONNIE Premises #

Service Address

Mailing Address

Telephone Number  Electronic Payment  Bill Class

Cur Bill Due Date  Heat type  Number of Bill Days

Next Read Date  Landlord  Fixed Charge

Connect Date  Number of Tenants  Rate Adjustment

Close Date  Account Status  Taxes

Meter #  Meter Information

Meter Make  Meter Install Date

Meter Size  Last Inside Read Dt

Meter Location Code

Unit of Measure  Consec Est Count

Read 100 Gal Bill 100 Gal

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EXHIBIT  
PAWC-3  
PAH/C-20067065  
2-15-07 KIC

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REGION  
New Castle City

ROUTE/STOP:  
1008 / 565

GRID/EXT:  
/

Pennsylvania American (PAAP) Production

\* Final Read For Account OFF

ZEISLOWE 11/22/06 9:35:16

SERVICE ORDER #:  
3460209

SERVICES PRINTED:  
1 1

REQUESTED BY:  
LONNIE

UTILITY TYPE: Water Service | SCHEDULE DATE: 4/11/2005 | TIME: AM

SEQUENCE #: 1 | ORDER TAKEN BY: 024006497 4/08/2005 9:06:00 \*

SERVICE ADDRESS: 319 N SHENANGO ST

MAILING ADDRESS: 319 N SHENANGO ST

CITY/ST/ZIP: NEW CASTLE PA 161012230 | DISTRICT: New Castle District

CUSTOMER NAME: BULTER, LONNIE | BILLING CYCLE: 53 | ACCOUNT #: 24-1586714-8

NEW CUSTOMER NAME: | W.L.P.P.: NO | PREMISES#: 240007520

BILL CLASS: Residential | PHONE NUMBER: 7246571413

LAST NOTICE | CALL BACK NUMBER: 7246571413

HEALTH ALERT: | CREW: Ellwood | CREDIT TYPE: 2000

SERIAL NUMBER: 044112920 | METER TYPE: 100G | METER NUMBER: N044112920

# OF DIALS: 5 SIZE: 5/8 | INSTALL DATE: 5/01/1998 | REMOTE ID #: 44112920

MFG: Encoder Meter | LAST TEST DATE: 5/01/1998 | Touchpad Reading Device

TAP NUMBER: 060000000 | PAST DUE AMOUNT: | LAST PAYMENT DATE: 7/29/2004

TAP SIZE: | LAST PAYMENT AMT: 50.00

TAP LOCATION:

MEASUREMENTS:

CURRENT READ:			LAST S/O WORKED:		
DATE	READ	USE RTP	DATE	READ	USE RTP
04/11	3978	14 S	01/07	3794	53 A
04/05	3964	56 A	12/06	3741	15 A
03/07	3908	66 A	11/04	3768	57 E
02/03	3842	48 A	10/05	3711	15 A

PENDING SC: | GET NEXT TO:

| ADDRESS BEFORE: 321 N Shenango St

| ADDRESS AFTER: 315 N Shenango St #1ST FL

CUR/PM/D METER: DIAL #1 RDG: #2: #3:

NEW/SET METER: DIAL #1 RDG: #2: #3:

METER LOCATION: Pro Read with Touch Pad

METER READ: FRONT, PORCH

COMMENTS:

METER: LOCKED STUCK DAMAGE/TAMPER REGIST: sec/min

FOUND: ON OFF UN TO DETERMINE AT CORP STOP MB INSIDE

LEFT: ON OFF UN TO DETERMINE AT CORP STOP MB INSIDE

FOLLOW UP REQUIRED START DATE: TIME:

COMPLETED BY: DATE: TIME: KEYED:

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COMMENTS: Please get final read for account. \*

W001 Meter reading: 3978.

PDG 03978 - CAR PARKED OVER CBX, CAN'T SHUT OFF, READ ONLY. - SHEILA

Read Only

Office review required

4/12- Reviewed kah

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SERVICE CONTINUED

PAWC EXHIBIT NO. 4

**EXHIBIT**  
PAWC-4  
PGH/C-20067065  
2-15-07 KLC

SERVICE ORDER #:

3460209

SERVICES PRINTED:

1

1

Set up service order .Satisfied

END OF SERVICE

END OF SERVICE ORDER #: 3460209

ACCOUNT STATEMENT

Connect Date 4/27/2004

Customer: Lonnie Butler  
 Address: 319 N Shenango St., New Castle PA 16101  
 Acct. No: 24-1586714

SVC TO	DAYS	WTR RDS	TRF=	CONS	ADG	WATER AMT	DUE DATE	LPG	PAYMENT	DATE	BALANCE	COMMENTS
8/6/2005	6	3978	F-S	1.400	233.33	-\$399.42	9/5/2005				\$0.00	CHARGED OFF BAD DEBT
4/1/2005	29	3964	A	5.500	193.10	\$10.51	5/3/2005				\$399.42	
4/5/2005						\$44.35	4/28/2005				\$388.91	*
3/7/2005	32	3908	A	6.500	206.25	\$49.98	3/30/2005				\$344.56	
2/3/2005	27	3842	A	4.800	177.78	\$39.53	2/28/2005				\$340.70	
1/7/2005	32	3794	A	5.300	165.63	\$42.43	1/31/2005				\$290.72	
12/6/2004	32	3741	A	1.500	46.88	\$20.27	12/30/2004				\$287.45	
11/4/2004	30	3768	E	5.700	190.00	-\$24.30	12/30/2004				\$205.49	
10/5/2004	28	3711	A	1.500	53.57	\$44.57	11/29/2004				\$185.22	OVERESTIMATE ADJ
9/7/2004	34	3696	A	6.500	191.18	\$20.27	10/27/2004				\$209.52	
8/4/2004	29	3631	A	7.800	268.97	\$48.98	9/29/2004				\$164.95	
						\$56.46	8/30/2004	\$0.10			\$163.26	
									\$50.00		\$142.99	
7/6/2004	28	3553	A	0	0.00	\$11.54	7/29/2004				\$36.60	
7/6/2004						-\$23.58	7/29/2004				\$36.50	
											\$74.96	OVERESTIMATE ADJ
6/8/2004	33	3594	E	9.300	281.82	\$65.03	6/30/2004	\$0.05			\$98.54	
5/6/2004	9	3501	IA	0	0.00	\$3.46	6/1/2004				\$98.49	
5/6/2004						\$30.00	6/1/2004				\$33.46	
											\$30.00	ACTIVATION FEE

TYPE CODES: A - ACTUAL C - CUSTOMER R - REMOTE READ IA - INITIAL (ACTUAL)  
 E - ESTIMATE M - MANUAL IE - INITIAL (ESTIMATE)  
 S - SERVICE ORDER D - RADIO FREQUENCY IM - INITIAL (MANUAL)  
 FA - FINAL (ACTUAL) FE - FINAL (ESTIMATE)  
 FS - FINAL (SERVICE ORDER)

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PAWC EXHIBIT NO. 5

EXHIBIT PAWC-5  
 PAWC-20067065  
 2-15-07 RIC



# Pennsylvania American Water Company

## PA Public Utility Commission Complaints and Reports

### CASE CLOSING

BCS Case# 2051304 Date Case Closed 8/1/2006  
 BCS Investigator: JOAN GORENC Account Number: 241586714  
 Customer Name LONNIE BUTLER  
 Service Address 319 N. SHENANGO ST., NEW CASTLE PA, 16101

Decision Issue : Y Violation NO  
 Oral/Written W  
 Chapter Section Rule  
 Total Balance: 399.42 Balanced Date

DEC BRIEFLY: THEREFORE IT IS DECIDED: 1) THAT THE INFORMAL COMPLAINT OF YVONNE BUTLER IS DISMISSED. 2) THAT THE COMPANY DISCONTINUED SENDING BILLS WHEN LONNIE BUTLER REQUESTED SERVICE DISCONTINUED IN HIS NAME ON 4/8/05. THE COMPANY ATTEMPTED TO DISCONTINUE THE SERVICES ON 4/11/05 BUT WAS UNABLE TO PHYSICALLY TERMINATE SERVICE DUE TO A CAR WHICH WAS PARKED OVER THE CURB BOX. THE COMPANY FINALIZED THE ACCOUNT IN THE COMPANY OFFICES ON 4/13/05 AS ABOVE DEFINED. THEREFORE, BILLS WERE NOT ISSUED SINCE THE CUSTOMER REQUESTED SERVICES TO BE DISCONTINUED. 3) THAT THE COMPANY HAS ATTEMPTED NUMEROUS TIMES TO DISCONTINUE THE SERVICES AT THE PROPERTY. THE COMPANY HAS NOT BEEN PROVIDED ACCESS TO THE CURB BOX TO DISCONTINUE THE SERVICES. 4) THAT THE COMPANY VERIFIED THAT BOTH LONNIE AND YVONNE BUTLER ARE STILL RESIDING AT THE PROPERTY AND BENEFITTING FROM THE SERVICES. 5) THAT THE PA PUC INVESTIGATOR VERIFIED WITH THE PENNSYLVANIA POWER COMPANY THAT THE ACCOUNT IS PRESENTLY IN THE NAME OF YVONNE BUTLER AND LONNIE BUTLER IS LISTED AS ONE OF THE OCCUPANTS. 6) THAT PAWC MAY ESTABLISH THE ACCOUNT IN THE NAME OF LONNIE BUTLER AND YVONNE BUTLER AS JOINTLY AND SEVERALLY RESPONSIBLE FOR THE ACCOUNT AND ALL MONIES OWED ON THE ACCOUNTS SINCE BOTH HAVE BENEFITED FROM THE SERVICES AT THE PROPERTY. THE MONIES WOULD INCLUDE THE FOLLOWING: A) 5/18/98-4/27/04 - YVONNE BUTLER-\$1,583.52 B) 4/27/04-4/11/05-LONNIE BUTLER-\$399.42 C) ANY MONIES ACCUMULATED FROM 4/11/05 UNTIL ACCESS IS PROVIDED TO PAWC FOR TERMINATION OF SERVICES. 7) THAT IF ANOTHER PARTY APPLIES FOR SERVICE AT

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PAWC EXHIBIT NO. 6

**EXHIBIT**  
 PAWC-6  
 P64/C-20067065  
 2-15-07 KLC

319 N SHENANGO STREET NEW CASTLE PA 16101 AND IT IS DETERMINED THAT EITHER LONNIE OR YVONNE BUTLER WOULD STILL BENEFIT FROM THE SERVICES THE NEW NAME MAY BE ADDED TO THE ACCOUNT AS JOINTLY AND SEVERALLY RESPONSIBLE. 8) THAT YVONNE BUTLER OR LONNIE BUTLER MAY CONTACT THE COMPANY AT 1-800-474-7292 TO MAKE ARRANGEMENTS ON THE ACCOUNT. THE PA PUC IS NOT PERMITTED UNDER CHAPTER 14 TO ESTABLISH ANOTHER PAYMENT ARRANGEMENT AT THIS TIME. 9) THAT YVONNE BUTLER OR LONNIE BUTLER SHALL CONTACT PAWC AT 1-800-474-7292 TO MAKE ARRANGEMENTS FOR ACCESS TO THE METER AND THE CURB BOX. IF ACCESS HAS NOT BEEN ARRANGED WITHIN TWENTY (20) DAYS OF THE DATE OF THIS DECISION PAWC MAY PURSUE THE ISSUE BY WHATEVER MEANS AVAILABLE AND NECESSARY. THIS MAY INCLUDE BUT NOT LIMITED TO LAW ENFORCEMENT FOR ACCESS TO COMPANY OWNED EQUIPMENT. CO REP B ZEISLOFT DEC ISSUED

Serv. Cont. Amount  
 Service Restored Pay  
 Special Budget  
 Amount  
 ArrearsPaymentPlus  
 CurrentMonthlyPayment  
 LetterDescription  
 PartDescr  
 HeadDate  
 ReconnectAmount

Serv. Cont. Date  
 Terms :  
 Regular Budget Amount  
 FinalMonthlyPayment  
 EndMonthlyPayment  
 BillDate  
 PayAmount

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Path			
Consoc Estimate: <u>WW Srv Orders</u>			
Snapshot Scrn 1: <u>Snapshot Scrn 2</u>   <u>Special Billing</u>   <u>Usage Hist Comp</u>   <u>Usage Hist Comp</u>   <u>M/R Conn Codes</u>   <u>Zero Consoc</u>			
Customer #	<u>1021490</u>	<u>B</u> Butler, Yvonne & Lonnie	Processor # <u>240007520</u>
Account #	<u>1021490</u>	<u>B</u> Butler, Yvonne & Lonnie	Processor # <u>240007520</u>
Service Address	<u>319 N SHEMANGO ST. NEW CASTLE PA 16101-2230</u>		
Mailing Address	<u>319 N SHEMANGO ST. NEW CASTLE PA 16101-2230</u>		
Telephone Number	Electronic Payment	<u>N</u>	Bill Class <u>1</u>
Cut Bill Due Date	Heat Type		Number of Bill Days
Next Read Date	<u>2/06/2007</u>	Landlord	Fixed Charge <u>N</u>
Connect Date	<u>4/11/2005</u>	Number of Tenants	Rate Adjustment <u>N</u>
Close Date		Account Status	Taxes <u>N</u>
Meter #	<u>N044112920</u>	Meter Information	Meter Install Date <u>5/01/1998</u>
Meter Make	<u>EM</u>		Last Inside Read Dt
Meter Size	<u>5/8</u>		Consoc Est Court <u>0</u>
Meter Location Code	<u>100G</u>	Read 100 G or 8 100 G	
Unit of Measure	<u>100G</u>	Read 100 G or 8 100 G	
		<u>OK</u>	<u>Cancel</u>

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PAWC EXHIBIT NO. 7

EXHIBIT  
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2-15-07 KIC

