

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 11/20/06
8. DOCKET NO: C-20067111	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: LOCKBURNER, VIVIAN & MARIE

RESPONDENT/APPLICANT: SUN VALLEY WATER COMPANY

COMP/APP COUNTY: MONROE

UTILITY CODE: 210119

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE IS A RELIABILITY PROBLEM WITH THEIR WATER SERVICE. THEY HAVE TIMES OF NO WATER & NO WATER PRESSURE WITH AIR IN THE LINES. THEY PROMISE TO CORRECT THE PROBLEM BUT DO NOT EVEN CHECK IT OUT.

DOCKETED
 NOV 27 2006
 DOCUMENT
 FOLDER

ORIGINAL

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED
2005 NOV 20 AM 8:59
SECURITY'S DEPT

C-20067111

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name VIVIAN AND MARIE LOCKBURNER

Street/P.O. Box 5 BLUEBERRY LANE Apt #

City EFFORT State PA Zip 18330

County MONROE

Area Code/HOME Phone 570-629-4701

Area Code/WORK Phone

Utility Account Number NO NUMBER
(from your bill)

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

Name

Street/P.O. Box

City State Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: SUN VALLEY WATER CO.

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.

Other. *NO WATER - NO PRESSURE - AIR IN LINES;*
(explain) *HOURS OR DAYS - PROMISE TO CORRECT; BUT*
DO NOT EVEN CHECK!

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

MOSTLY MORNING AND NIGHT

5. RELIEF

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

STATE THE RULE OF LAW! POTABLE WATER.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

- YES
- NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

- YES
(includes appeals of BCS determinations)
- NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why. *DO NOT WANT TO HEAR IT.*

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: *Vivian Lockburn* *MARIE*
I VIVIAN LOCKBURNER LOCKBURNER hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Vivian Lockburn
Marie Lockburner 11/16/06
(Signature) (Date)

9. **LEGAL REPRESENTATION (IF ANY)**

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. **FILING**

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: NOVEMBER 28, 2006

C-20067111

SUN VALLEY WATER COMPANY
PO BOX 1090
BRODHEADSVILLE PA 18322

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by VIVIAN & MARIE LOCKBURNER. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either, personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

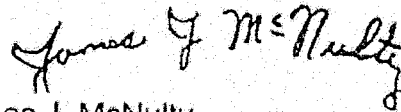
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

NOVEMBER 28, 2006

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

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

James J. McNulty
Secretary

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: NOVEMBER 28, 2006

VIVIAN & MARIE LOCKBURNER
Complainant

v.

SUN VALLEY WATER COMPANY
Respondent

Complaint Docket
No: C-20067111

DOCUMENT
FOLDER

DOCKETED
NOV 27 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: SUN VALLEY 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 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

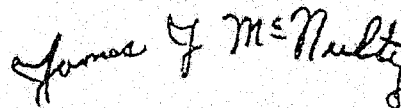
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE RE-SERVED: DECEMBER 6, 2006

C-20067111

SUN VALLEY WATER COMPANY
20 NORTH 9TH STREET
APT 1
EMMAUS PA 18049

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by VIVIAN & MARIE LOCKBURNER. 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.

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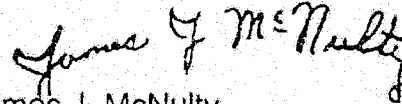
BTL

DECEMBER 6, 2006

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,



James J. McNulty
Secretary

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE RE-SERVED: DECEMBER 6, 2006

VIVIAN & MARIE LOCKBURNER
Complainant

v.

SUN VALLEY WATER COMPANY
Respondent

Complaint Docket
No: C-20067111

DOCUMENT
FOLDER

DOCKETED

DEC 06 2006

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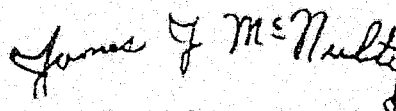
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James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

C-20060111

RECEIVED DOCUMENT FOLDER

TUES - 12-26-06

DEC 26 2006

1 AM RESPONDING TO A COMPLAINT FROM PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU JOHN VALLEY WATER CO 20TH 9TH ST EMMAUS PA. APR 1 18049

FROM VIVIAN & MARIE LOCK BURNER OF #5 BLUE BERRY LANE EFFORT PA. 18330 OF NO WATER, LOW PRESURE, WE HAD A LEAK SOMEWHERE IN THE SYSTEM THAT WE COULDN'T FIND...

WE FINALLY FOUND THE LEAK AT CHARLES BROWNS TRAILER, WATER WAS LEAKING UNDER GROUND FROM HIS NEIGHBOR ROB MAXWELL UNDER OUR MAIN FOLLOWING HIS LINE INTO HIS ^{BROWNS} CRAWL SPACE

THE LEAK WAS FOUND 11-20-06 8:30 AM. I WITH THE HELP OF CHARLES BROWN DUG UP CURB STOP AT HIS LINE & FOUND THE LEAK COMING FROM MAXWELLS SERVICE LINE LEAKING UNDER OUR MAIN & FOLLOWING BROWNS LINE INTO BROWNS CRAWL SPACE, BROWN HAD INSTALLED A NEW LINE TO HIS TRAILER IN 2005, HE PUT HIS SERVICE LINE INSIDE ~~IN~~ A LARGER LINE OR CONDUIT, THE WATER LEAKED FROM A BREAK IN MAXWELLS LINE UNDER GROUND INTO BROWNS CONDUIT WHICH RAN INTO BROWNS CRAWL SPACE

THE LEAK WAS FIXED 11-20-06 11:30 AM. ALL CUSTOMERS HAD WATER PRESURE BY 1:30 PM 11-20-06

1 AM HERE AT PUC OFFICE ON 12-26-06

TO RESPOND TO COMPLAINT I DIDN'T REALIZE I HAD 20 DAYS TO RESPOND TO COMPLAINT

ATTACHED IS A NOTE FROM MARIE LOCK BURNER I TALKED TO MR & MRS LOCK BURNER & ASKED THEM WHETHER THEY HAD ANY DAMAGES DUE TO WATER PRESURE OR LACK OFS AND THEY SAID NO THE LEAK WAS NOT ON WATER CO LINES

IT WAS ON CUSTOMERS LINE

ORIGINAL 56

DOCKETED
DEC 27 2006

1011-12-26-06

I WAS AT CUSTOMER LOCK BURNER
ON 12-23-06 TO CHECK ON THEIR SERVICE
& THEY SAID PRESSURE WAS BETTER
MARIE LOCK BURNER GAVE ME A NOTE
ATTACHED.

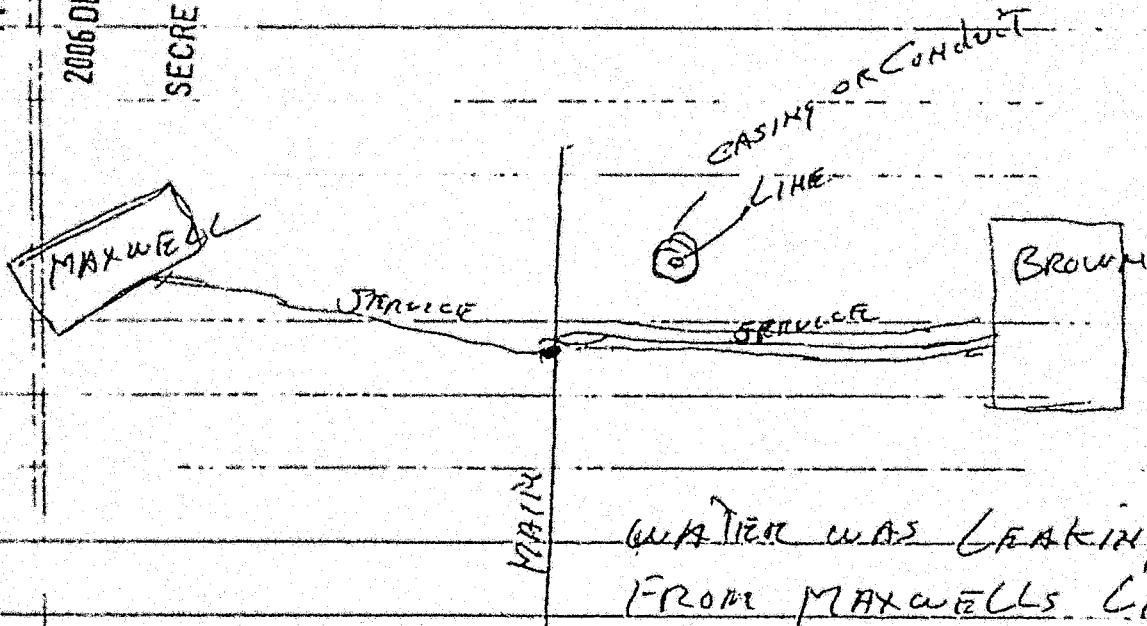
12-26-06

Donald G. Cameron
Sun Valley Water Co.

RECEIVED

2006 DEC 26 PM 3:51

PA PUD
SECRETARY'S BUREAU



WATER WAS LEAKING
FROM MAXWELLS LINE
UNDER THE MAIN INTO
BROWNS CRAWL SPACE

C.C. Maria Lockburner

I, DONALD G. CAMERON HEREBY STATE THAT THE
FACTS ABOVE SET FORTH ARE TRUE AND CORRECT TO THE BEST
OF MY KNOWLEDGE, INFORMATION AND BELIEF AND THAT I EXPECT TO
BE ABLE TO PROVE THE SAME AT A HEARING HELD IN THIS RELATING
MATTER, I UNDERSTAND THAT THE STATEMENTS HEREIN ARE MADE
SUBJECT TO THE PENALTIES OF 18 P.A.C.S. 4904.

RELATING TO UNSWORN FALSIFICATION TO AUTHORITIES
12-26-06 Donald G. Cameron
PRESIDENT SUN VALLEY CO.

12/23/66

The water seems
to have more
pressure

Marie
Jackson

ORIGINAL