

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: 10/24/05
8. DOCKET NO: C-20055491	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CARR, JOSEPH & LORRAINE

RESPONDENT/APPLICANT: NORTH HEIDLEBERG SEWER COMPANY

COMP/APP COUNTY: BERKS

UTILITY CODE: 230009

ALLEGATION OR SUBJECT

COMPLAINANT STATES THEY WANT A FLAT REE OR TO REVISE HOW THEY CHARGE FOR THE SEWER BILL IN THE SUMMER MONTHS.

DOCUMENT  
HOLDER

**DOCKETED**  
OCT 27 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

2005 OCT 24 AM 9:18

PA P.U.C.  
SECRETARY'S BUREAU

ORIGINAL

Formal Complaint Form

Please print or type

0 - 20055491

1. CUSTOMER NAME (COMPLAINANT)

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

Name Joseph And Lorraine CARR

Street/P.O. Box 179 Dogwood Dr Apt # \_\_\_\_\_

City Berksville State PA Zip 19506

County Berks

Area Code/HOME Phone 610-488-6121

Area Code/WORK Phone 609-276-2205 - Cell

Utility Account 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 ~~North Heidelberg Sewer Company~~

Street/P.O. Box ~~P.O. Box 609 1047 N. Heidelberg Rd~~

City ~~Berksville~~ State ~~PA~~ Zip ~~19506~~

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: North Heidelberg Sewer Co.

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER  
(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

20

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.  
(explain)

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.

This is not a Complaint against the water Bill  
It is against the Sewer Bill. In the Summer mths  
we are paying, for watering the landscape & washing Cars.  
Based on the Sewer bill. He gave me a \$72.00 credit for the  
2<sup>nd</sup> Bill we received, they told me to call when we get the next  
Quarter Bill & they will give me a credit for that Quarter Bill  
RELIEF but when I called they said no.

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

I want a flat fee or revise how he charges  
for the sewer bill in the summer mths.  
He also told us the average water bill for  
a family of 4 is 20,000 in the summer & lower  
10 to 15,000 in winter. He also told our next door  
neighbor, a family of 2 the average is 20,000 in  
the summer & 10 to 15,000 in the winter. So which  
one is correct.

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.

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: I Joseph and Loraine Carr 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).

Joseph Carr Lorraine Carr 10/13/05  
(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 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

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.**

# North Heidelberg Sewer Company

P O Box 609  
 1047 North Heidelberg Road  
 Bernville, PA 19506

*PUC*  
~~1-800-782-1110~~  
 (3)

Date	Invoice #
9/30/2005	2623

## Sewer Bill

3rd Quarter Service
July 1 to September 30, 2005

Bill To	<input type="checkbox"/>
Joseph & Lorraine Carr 179 Dogwood Drive Bernville, Pa. 19506	<input type="checkbox"/>

Meter #	Terms	Due Date
64095373	Net Due 15 Days	10/15/2005

Description	Current Meter	Last Meter	Gallons	Rate	Amount
Minimum Charge (Up to 6000 Gallons)	51630	31292	20,338		
Usage Charge #1 (6,001 to 18,000 Gallons)			6,000	0 012	72 00
Usage Charge #2 (18,001 to 78,000 Gallons)			12,000	0 009	108 00
			2,338	0 006	14 03

*WHY THIS WAY*

# North Heidelberg Water Company

P.O. Box 609  
 1047 North Heidelberg Road  
 Bernville, PA 19506

Date	Invoice #
9/30/2005	3062

## Water Bill

3rd Quarter Service
July 1, 2005 to September 30, 2005

Bill To
Jospen & Lorraine Carr 179 Dogwood Drive Bernville, Pa. 19506

Meter #	Terms	Due Date
64055373	Net 20	10/20/2005

Description	Current Meter	Last Meter	Galons	Rate	Amount
Water Consumption - Residential	51630	31292	20,338	0.00302	61.42
Customer Service Charge				21.75	21.75

Meter #	Terms	Due Date
64095373	Net Due 15 Days	7/ 5/2005

Description	Current Meter	Last Meter	Gallons	Rate	Amount
Minimum Charge (Up to 6000 Gallons)	31292	10723	20,569		0 00
Usage Charge #1 (6,001 to 18,000 Gallons)			6,000	0 012	72.00
Usage Charge #2 (18,001 to 78,000 Gallons)			12,000	0 009	108 00
			2,569	0 006	15 41
			<b>Total</b>		\$195.41
			<b>Payments/Credits</b>		\$0.00
			<b>Balance Due</b>		\$195.41

7/8  
 \$72 credit  
 on next Bill  
 per Joe  
 next quarter  
 next or when we  
 get bill

Phone (610) 488-6634  
 Fax (610) 488-7978

PLEASE make checks payable to  
 North Heidelberg SEWER Company

Meter #	Terms	Due Date
64095373		5/30/2005

Description	Current Meter	Last Meter	Gallons	Rate	Amount
Water Consumption -Residential Customer Service Charge	31292	10724	20,568	0.00302 21.75	62.12 21.75

3200

22615  
31292  
1723

31292  
723  
5

<b>Total</b>					\$83.87
<b>Payments/Credits</b>					\$0.00
<b>Balance Due</b>					\$83.87

Phone (610) 488-6634  
Fax: (610) 488-7978

PLEASE make checks payable to:  
North Heidelberg WATER Company

# North Heidelberg Sewer Company

P O Box 609  
 1047 North Heidelberg Road  
 Bernville, PA 19506

Date	Invoice #
3/31/2005	2161

## Sewer Bill

Bill To
Joseph & Lorraine Carr 179 Dogwood Drive Bernville, Pa 19506

1st Quarter Service
January 1 to March 31, 2005

Meter #	Terms	Due Date
64095373		3/31/2005

Description	Current Meter	Last Meter	Gallons	Rate	Amount
Minimum Charge (Up to 6000 Gallons)	10723		10,723		0.00
Usage Charge #1 (6,001 to 18,000 Gallons)			6,000	0.012	72.00
			4,723	0.009	42.51

# North Heidelberg Water Company

P O Box 609  
 1047 North Heidelberg Road  
 Bernville, PA 19506

*4/14*

Date	Invoice #
3/31/2005	2396

*610-488-6634*

## Water Bill

Bill To
Jospeli & Lorraine Carr 179 Dogwood Drive Bernville, Pa. 19506

1st Quarter Service
January 1, 2005 to March 31, 2005

Meter #	Terms	Due Date
64095373		3/31/2005

Description	Current Meter	Last Meter	Gallons	Rate	Amount
Water Consumption -Residential	10724	0	10,724	0 00302	32.39
Customer Service Charge				21.75	21.75

*Penny*

North Heidelberg Water Company  
1017 Heidelberg Rd.  
P.O. Box 609  
Beruville, PA 19506

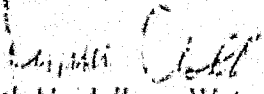
Re: Water Restrictions

Dear Customers,

Because of the low water table, we would like to request no irrigation of lawns or washing of automobiles until further notice.

Thank you for your help on this matter.

Respectfully,

  
North Heidelberg Water Company

All summer we hardly  
had rain BUT now there  
a water problem??

↓  
Following from the 8th  
to the 25th we had  
over 15 inches of  
rain??

October 17, 2005

Our main complaint is our Sewer Bill, on how he charges for the summer mths. That is not going down the sewer. He is charging a fee for a service he is not supplying. Now we are in the mth of October and he sends a letter saying not to water your lawns or wash your cars because of the low water table. We had over 15 inches of rain in the past 2 wks. & you wouldn't be doing those things this time of year anyway.

Also our water pressure is so high that we left the hose on with a shut off cap at the end and it blew a 4 inch hole in the hose. So the meter must be just wiggling around. My sewer bill is so high that we can not fully enjoy our home because we have to chose when we can water the yard and land scaping.

Thank you

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

DATE SERVED: OCTOBER 28, 2005

C-20055491

NORTH HEIDELBERG SEWER COMPANY  
PO BOX 609  
BERNVILLE PA 19506

DOCUMENT  
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JOSEPH & LORRAINE CARR. 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.

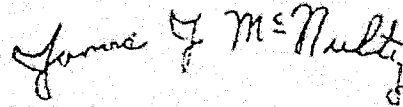
OCTOBER 28, 2005

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". The signature is written in dark ink and is positioned above the typed name.

James J. McNulty  
Secretary

JIH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 28, 2005

JOSEPH & LORRAINE CARR

Complainant

VS.

NORTH HEIDELBERG SEWER  
COMPANY

Respondent

Complaint Docket

No: C-20055491

DOCUMENT  
CLERK  
**DOCKETED**  
OCT 27 2005

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: NORTH HEIDELBERG SEWER 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).

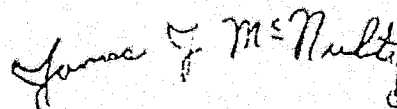
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
January 3, 2006

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20055491

(See attached list)

Joseph & Lorraine Carr v. North Heidelberg Sewer Company

**DOCKETED**  
FEB 07 2006

Billing dispute.

**DOCUMENT  
FOLDER**

Hearing Notice

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

Type: Initial hearing

Date: Thursday, February 16, 2006

Time: 10:00 a.m.

Location: In an available hearing room  
Philadelphia State Office Building  
Broad and Spring Garden Streets  
Philadelphia, PA 19130

Presiding: Administrative Law Judge Charles E. Rainey, Jr.  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: 215.560.2105  
Fax: 215.560.3133

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

If you intend to file exhibits, 2 copies of all 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 at least (2) two business days prior to your hearing:

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: Judge Rainey  
Susan Licon  
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  
January 3, 2006

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20055491

(See attached list)

**DOCKETED**  
FEB 21 2006

**DOCUMENT  
FOLDER**

Joseph & Lorraine Carr v. North Heidelberg Sewer Company  
Billing dispute.

Hearing Cancellation/Reschedule Notice

This is to inform you that the initial hearing on the above-captioned case previously scheduled for February 16, 2006 has been canceled.

The hearing has been rescheduled as follows:

Type: Initial telephone hearing  
Date: Thursday, March 30, 2006  
Time: 10:00 a.m.  
Presiding: Administrative Law Judge Charles E. Rainey, Jr.  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: 215.560.2105  
Fax: 215.560.3133

At the above date and time, the Presiding Officer will contact the parties as follows:

Joseph and Lorraine Carr	610-488-6121
James P. Melia, Esquire	717-231-5842

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

If you intend to file exhibits, 2 copies of all 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 at least (2) two business days prior to your hearing:

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: Judge Rainey  
Susan Licon  
Beth Plantz  
Docket Section  
Calendar File