

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: 11/13/06
8. DOCKET NO: C-20067065	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BUTLER, YVONNE L

RESPONDENT/APPLICANT: PA-AMERICAN WATER CO

COMP/APP COUNTY: LAWRENCE

UTILITY CODE: 212285

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE NEEDS A PAYMENT AGREEMENT AND WOULD LIKE THE NAME ON THE BILL CORRECTED.

DOCKETED

NOV 13 2006

DOCUMENT  
FOLDER

C-20067065

8/8/06

To whom it may concern:

I am writing to request  
the forms necessary to  
request an appeal on the  
decision I received from  
the office of the PUC  
against (PAUC) dated  
8/1/06.

Thank-you  
Mrs. Yvonne R. Butler

319 N. Shenando St.  
New Castle PA. 16101  
phone # 724 657-1413

RJP

YVONNE  
Butler

C-20067065.

28

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20067065

ORIGINAL

1. CUSTOMER NAME (COMPLAINANT)

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

Name Yvonne L. Butler

Street/P.O. Box 319 N. Shenandoah St. Apt # \_\_\_\_\_

City New Castle State PA Zip 16101

County LAWRENCE

Area Code/HOME Phone (724) 657-1413

Area Code/WORK Phone (724) 570-5612

Utility Account Number \_\_\_\_\_  
(from your bill)

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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: Pennsylvania American Water Company

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE  
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER  
(taxi, moving company, limousine)

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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. I am contesting the Decision MADE by  
(explain) the P.U.C. and the Water Company.

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.

The decision that was rendered by the P.U.C. based on the information provided by the Water Company WAS IN ALOT OF AREAS false.

5. RELIEF

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

I want them to give me a payment arrangement so I can start paying on my water Bill, since I have yet to receive a bill from them.

The water company stated that they received a shut-off notice from my husband, which is

TRUE, AT the time he WAS living in Longwood  
(OVER)

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 Vonnie L. Butler, 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).

Vonnie L. Butler  
(Signature)

10/12/06  
(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
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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

8/1/06

BCS No: 2051304

**LONNIE/YVONNE BUTLER  
319 N SHENANGO STREET  
NEW CASTLE PA 16101**

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. A copy of this decision has also been sent to your utility company. This decision is binding on all parties.

If you do not agree with any part of this decision you may appeal it by filing a formal complaint. You may obtain the forms to file a formal complaint by writing to:

Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Your complaint will be assigned to an Administrative Law Judge and a hearing date will be assigned.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

Sincerely,  
J E GORENC  
Utility Complaint Investigator

PENNSYLVANIA AMERICAN WATER COMPANY  
(PAWC)

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

LONNIE/YVONNE  
BUTLER v.  
319 N SHENANGO STREET  
NEW CASTLE PA 16101

PENNSYLVANIA AMERICAN WATER  
COMPANY (PAWC)

Case Number: 2051304

Account Number: 241586714

**Decision On Informal Complaint By The Bureau Of Consumer Services:  
Statement Of Complaint:**

A summary of the customer's complaint is as follows:

Yvonne Butler stated that she did not receive a bill and she contacted PAWC in regards to no bill. The company advised the Ms. Butler she owes \$1,000 plus in back bills plus a \$300.00 dollar amount from the account in the name of Lonnie Butler. The Ms. Butler does not want service terminated.

**Investigation By Staff Of The Bureau Of Consumer Services Revealed:**

- 1) That according to PAWC company records the account was placed into Yvonne Butler's name on 5/13/98. The account was final billed on 4/27/04 with a final bill of \$30.31 and total balance of \$1,695.52. The total balance was charged off as a bad debt on 11/16/04. A payment of \$112.00 was paid toward the account on 12/15/04 leaving a remaining charged off balance of \$1,583.52.
- 2) That according to company records on 4/27/04 the service was established in the name of Lonnie Butler.
- 3) That according to company records on 4/8/05 the customer contacted the company and requested service to be terminated. An order was issued to shut off the service.
- 4) That according to company records on 4/11/05 the company field service person visited the property to shut off the service. The field service person obtained an actual reading of 3978 but the service could not be shut off due to a car parked over the curb box. Service was not terminated due to non access to the curb box.
- 5) That on 4/13/05 the company issued a final bill in the amount of \$10.51 with a total balance of \$399.42. The total balance of \$399.42 was charged off as a bad debt on 8/16/05.
- 6) That according to company records on 8/13/05 a company service person arrived at the property to investigate inactive meter with consumption. An actual meter reading of 4258 was obtained. At the time of the meter reading it was noted that an abandoned car was parked over the curb box. The service was not terminated due to non access to the curb box.
- 7) That according to company records on 3/29/06 the company arrived at the property to investigate inactive meter with consumption. An actual reading of 4637 was obtained. The service person verified that the house was occupied by Yvonne and Lonnie Butler. The service person advised Mr. Butler to contact the company by 3/31/06 to prevent the terminated of service. Mr. Butler confirmed that the water was on and the bill was coming to the house in another name. The service person advised Mr. Butler that there have been no payments on the account.

- 8) That according to company records on 7/26/06 the company was at the property. Service was not terminated due to two cars parked over the curb box.

**Based On These Findings, The Bureau Of Consumer Services Concludes:**

- 1) That both Yvonne and Lonnie Butler have had water services in their name at 319 N Shenango Street new Castle PA 16101.
- 2) That both Yvonne and Lonnie Butler have benefited from the services at the property and are still benefiting from the water services at the property

**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 benefiting 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 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 included but not limited to law enforcement for access to company owned equipment.

8/1/06  
Date

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J E GORENC  
Utility Complaint Investigator  
Bureau of Consumer Services  
PA Public Utility Commission



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 15, 2006

C-20067065

PENNSYLVANIA AMERICAN  
WATER COMPANY  
DANIEL WARNOCK  
800 W HERSHEY PARK DR  
HERSHEY PA 17033

Dear Mr. Warnock:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Yvonne L Butler. 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.

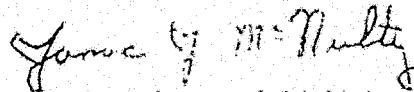
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

November 15, 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

ddi

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

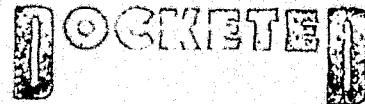
DATE SERVED: November 15, 2006

Yvonne L Butler  
Complainant

v.

PENNSYLVANIA AMERICAN WATER COMPANY  
Respondent

Complaint Docket  
No: C-20067065



NOV 15 2006

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: PENNSYLVANIA AMERICAN 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).

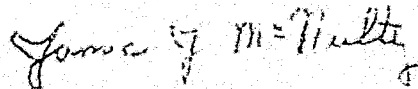
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

December 5, 2006

**VIA OVERNIGHT MAIL**

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, Pennsylvania 17120

ORIGINAL

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

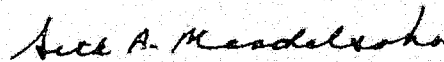
Dear Secretary McNulty:

On behalf of Pennsylvania American Water, I enclose an original and three copies of its Answer and New Matter to the Formal Complaint of Yvonne L. Butler, an Entry of Appearance and Certificate of Service regarding this matter.

As evidenced by the enclosed Certificate of Service, all parties to this proceeding have been duly served. Please time stamp the extra copy of this letter and return it to me in the stamped self-addressed envelope.

DOCUMENT  
FOLDER

Respectfully submitted,



Seth A. Mendelsohn

BTL

Enclosures

c: Yvonne L. Butler  
Judy Jordan

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DEC 05 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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)

W [www.pawc.com](http://www.pawc.com)

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

In the matter of:

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

NOTICE OF APPEARANCE

Please enter my appearance in the above-designated matter on behalf of Respondent, Pennsylvania American Water. I am authorized to accept service on behalf of said participant in this matter. I am already receiving or have access to a copy of each document issued by the Pennsylvania Public Utility Commission in this matter and do not on the basis of this notice require an additional copy.

Seth A. Mendelsohn

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

Dated: December 5, 2006

DOCUMENT  
FOLDER

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

YVONNE L. BUTLER,  
Complainant

v.

PENNSYLVANIA-AMERICAN WATER  
COMPANY,  
Respondent

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:  
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DOCKET NO. C-20067065

ANSWER TO FORMAL COMPLAINT OF YVONNE L. BUTLER

NOW COMES the Respondent, Pennsylvania-American Water Company (the  
"Company"), by its attorney, and answers the Formal Complaint of Yvonne L. Butler as follows:

1. Admitted.

2. Admitted.

3. Admitted.

4. A. It is Denied Complainant is entitled to any relief.

4. B. It is Denied that the decision reached by the Bureau of Consumer

Services was based upon false information supplied to the Bureau by the Company.

5. Paragraph No. 5 of the Complaint is a prayer for relief to which no  
response is required. To the extent that any of the remaining averments in Paragraph No. 5 are  
construed as allegations for which a response is required, the Company denies that Complainant  
is entitled to any relief. Notwithstanding the foregoing, and by way of further response, on May  
13, 1998 service was established at 319 N. Shenango St., New Castle, PA in the name of Yvonne  
Butler. The account was final billed on April 27, 2004 in the amount of \$30.31 with a total  
balance of \$1695.52. The total balance of \$1695.25 was charged off as bad debt on November  
16, 2004. A payment in the amount of \$112.00 was paid toward this account on December 15,  
2004 leaving a remaining charged off balance of \$1583.52. On April 27, 2004 service was  
established at 319 N. Shenango St., New Castle, PA in the name of Lonnie Butler. The account

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DEC 05 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

was final billed on April 11, 2005 in the amount of \$10.51 with a total balance of \$399.42. The total balance of \$399.42 was charged off as bad debt on August 16, 2005. According to the Company records, Yvonne Butler and Lonnie Butler have lived at this address since at least May 25, 1999. The Company submits that Yvonne Butler and Lonnie Butler are responsible for the total charges in the amount \$1982.94. These customers have been placed on seven (7) prior company agreements and two (2) PUC agreements (BCS case numbers 1096082 and 859579) and have defaulted on these agreements. The Company has been unable to terminate service because a car has been parked over the curb stop.

6. This is a statement to which no response is required.
7. Admitted.
8. This is a statement to which no response is required.

#### NEW MATTER

9. The averments contained in Paragraphs 1 through 8 are hereby incorporated by reference.
10. The Complaint fails to state a cause of action for which relief may be granted.

WHEREFORE, Pennsylvania American Water requests your Honorable Commission to dismiss, without hearing, the Formal Complaint of Yvonne L. Butler at Docket No. C-20067065.

Respectfully submitted,

Seth A. Mendelsohn

Seth A. Mendelsohn

Corporate Counsel

Pa. Attorney I.D. 77063

Pennsylvania American Water

800 West Hershey Park Drive

Hershey, Pennsylvania 17033

Dated: December 5, 2006

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, Pennsylvania American Water's Answer and New Matter to the Formal Complaint, upon the participants listed below, in accordance with the requirements of §1.54:

VIA OVERNIGHT MAIL

Yvonne L. Butler  
319 N. Shenango St.  
New Castle, PA 16101

Dated this 5<sup>th</sup> day of December, 2006.

*Seth A. Mendelsohn*

Seth A. Mendelsohn  
Corporate Counsel  
Pa. Attorney I.D. 77063  
Pennsylvania American Water  
800 West Hershey Park Drive  
Hershey, Pennsylvania 17033  
(717) 533-5000

RECEIVED

DEC 05 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU





COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
December 27, 2006

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20067065

(SEE ATTACHED LIST)

Yvonne L. Butler v. Pennsylvania-American Water Company  
Billing Dispute / Requests Payment Arrangements

Telephone Hearing Notice

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

Type: Initial Telephonic Hearing  
Date: Thursday, February 15, 2007  
Time: 10:00 a.m.  
Presiding: Administrative Law Judge Michael A. Nemeč  
1103 Pittsburgh State Office Building  
300 Liberty Avenue  
Pittsburgh, PA 15222  
Telephone: 412-565-3550  
Fax: 412-565-5692

BTL

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

DOCUMENT  
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JAN 3 - 2007

