

PENNSYLVANIA UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
400 NORTH STREET, SECOND FLOOR
HARRISBURG, PA. 17120
ROSEMARY CHIAVETTA, SECRETARY

RECEIVED

November 18, 2017

2017 NOV 21 PM 2:59

MARGARET COLLINS, COMPLAINANT

v.

PENNSYLVANIA - AMERICAN WATER COMPANY, RESPONDENT

PA PUC
SECRETARY'S BUREAU

DOCKET NO. F - 2017 - 2628770

RESPONSE TO ANSWER AND NEW MATTER: PENNSYLVANIA-AMERICAN WATER COMPANY (PAWC)

COMPLAINANT DENIES PAWC'S ANSWER TO PARAGRAPHS 4., 5., AND DENIES NEW MATTER 12.,13.,14.,15. BCS NO. 3522327 (9/22/17) INCLUSIVE IS REFERENCED AS: EVIDENCE SUBMITTED.

4.) PAWC CLAIMS THERE WERE NO INCORRECT CHARGES OR PAYMENTS CREDITED TO COMPLAINANT'S ACCOUNT. DENIED: NOT CORRECT. EVIDENCE SUBMITTED SHOWS INCORRECT CHARGES AND THAT PAYMENTS WERE NOT CREDITED TO COMPLAINANT'S ACCOUNT.

PAWC DENIES THAT IT WAS THE PRIVATE MANAGER OF THE SCRANTON SEWER AUTHORITY (SSA). DENIED: EVIDENCE SUBMITTED SHOWS PAWC WAS SSA'S PRIVATE MANAGER PRIOR TO 8/8/04.

PAWC DENIES THAT IT DOES NOT COMPLY WITH FAIR CREDIT AND DEPOSIT POLICIES. DENIED: NOT CORRECT. PAWC HAS NO EVIDENCE TO DENY CONFLICTING CONVERSION CHARGES FROM THE SSA ACQUISITION. PAWC'S 3/24/17 HISTORY REPORT LISTS A BALANCE OF \$1,220.15 ON 1/20/16 AND THAT INCREASED TO \$1,336.14 ON 12/25/16 NOTWITHSTANDING PAYMENTS MADE. AND, PAWC'S MIGRATION CONVERSION CHARGES CONFLICT WITH SSA'S 3/29/16 HISTORY REPORT OF -0- BALANCE OWED.

PAWC DENIES HAVING INFORMATION OF DISPUTES WITH CLAIMANT'S ACCOUNT IN 2004. DENIED: NOT CORRECT. EVIDENCE SUBMITTED SHOWS PAWC TERMINATED WATER TO CLAIMANT'S PROPERTY ON SEVERAL OCCASIONS DUE TO INCORRECT BILLING AND FAILURE TO CREDIT/DEPOSIT PAYMENTS THAT INCLUDED FRAUD. AND, PAWC'S MR. WOODS FAILED TO CREDIT ACCOUNT \$650.

PAWC DENIES VIOLATING PROVISIONS OF THE ASSET PURCHASE AGREEMENT BETWEEN PAWC AND SSA. DENIED: EVIDENCE SUBMITTED AND IN THE PUBLIC DOMAIN SHOW TO THE CONTRARY.

5.) PAWC DENIES THAT ANY PORTION OF ITS CHARGES ARE INCORRECT OR ARE REQUIRED TO BE REFUNDED. DENIED: NOT CORRECT. EVIDENCE SUBMITTED AND HEREIN SHOW INCORRECT CHARGES AND PAYMENTS NOT CREDITED TO COMPLAINANT'S ACCOUNT: REQUIRING A REFUND.

PAWC DENIES INFORMATION RELATING TO COMPLAINANT'S ALLEGATIONS PRIOR TO PAWC'S ACQUISITION. DENIED: NOT CORRECT. EVIDENCE SUBMITTED AND HEREIN SHOW INCORRECT BILLING AND PAYMENT/DEPOSIT POLICIES RESULTED IN PAWC TERMINATING WATER TO COMPLAINANT'S PROPERTY.

PAWC CLAIMS THE MIGRATION BALANCE AT THE TIME OF ACQUISITION WAS \$325.67. DENIED: NOT CORRECT. EVIDENCE SUBMITTED SHOWS A MIGRATION BALANCE OF \$1,336.14 AS OF 12/25/16 TO BE CONVERTED TO POSSIBLE LIEN (BCS NO. 3522327- INVESTIGATION NO.7).

PAWC ISSUED A GOOD WILL CREDIT ADJUSTMENT FOR THEIR UNEXPLAINED \$325.67 MIGRATION BALANCE WITH THE DIFFERENCE OF \$1,336.14 SUBJECT TO A LIEN. EVIDENCE SUBMITTED SHOWS THE REFUND DUE COMPLAINANT FOR PRIOR AND PRESENT CHARGES/LIENS FROM INCORRECT BILLING AND CREDIT/DEPOSITS FAR EXCEEDS THE \$325.67 GOOD WILL CREDIT ADJUSTMENT.

REGARDING PAWC'S NEW MATTER

12.) PAWC CLAIMS THE COMMISSION DOES NOT HAVE JURISDICTION OVER MUNICIPAL LIENS. DENIED: NOT CORRECT. PUC FORMAL COMPLAINT FORM ON PAGE 3. STATES: THE PUC CAN ADDRESS A COMPLAINT ABOUT SERVICE OR INCORRECT BILLING EVEN IF THAT AMOUNT IS SUBJECT TO A LIEN.

13.) PAWC STATES THE COMMISSION DOES NOT HAVE JURISDICTION OVER CLAIMS FOR REFUNDS PURSUANT TO CONSUMER PROTECTION STATUTES. DENIED: NOT CORRECT. THE EVIDENCE SUBMITTED AND THE PENNSYLVANIA PUC STANDARDS AND BILLING PRACTICES FOR RESIDENTIAL SERVICE STATES THAT COMPLAINANT HAS A RIGHT TO FAIR CREDIT AND DEPOSIT POLICIES INCLUDING HOW THE BILL IS COMPUTED AND A CLEAR AND CONSCISE BILL: ALL OF WHICH COMPLAINANT WAS/IS DEPRIVED. ADDITIONALLY, PUC FORMAL COMPLAINT FORM PAGE 3. STATES PUC CAN ORDER REFUNDS AND CAN ALSO FINE A UTILITY FOR NOT FOLLOWING RULES.

14.) PAWC CLAIMS THE COMMISSION DOES NOT HAVE JURISDICTION OVER CLAIMS FOR REFUNDS OF UTILITY CHARGES MADE MORE THAN FOUR YEARS PRIOR TO THE DATE OF COMPLAINT. DENIED: NOT CORRECT. EVIDENCE SUBMITTED SHOWS IMPROPER BILLING AND CREDITING OF PAYMENTS FROM 1978 CONTINUED TO PRESENT MIGRATION/CONVERSION OF \$1,336.14. COMPLAINTS WERE ONGOING THAT INCLUDED: MORE THAN THREE ACCOUNTS BILLED IN COMPLAINANT'S NAME AND ADDRESS; PAWC'S GARY WOODS AGAIN STRONG-ARMED \$650 AND DID NOT CREDIT TO ACCOUNT; IN 2005 ATTORNEY SHELPH PRESENTED EVIDENCE THAT FAR EXCEEDED WHAT WAS CLAIMED OWED. AND, COMPLAINANT SENT AFFIDAVIT (HB 893 S 2005) WITH SHUT-OFF NOTICES AND BILL/INVOICE TO SSA AND PAWC OBJECTING IMPROPER CREDITING OF PAYMENTS.

15.) PAWC CLAIMS THAT COMPLAINANT FAILED TO STATE A CLAIM WHICH RELIEF CAN BE GRANTED. DENIED: EVIDENCE SUBMITTED AND HEREIN DETAILS RELIEF TOTTALLING MORE THAN \$4,000 PLUS INTEREST, AND INCLUDED:

REQUEST FOR RELIEF

THERE IS NO EVIDENCE TO SUPPORT COMPLAINANT OWES ANY OUTSTANDING MONIES OR LIENS CLAIMED OR IMPOSED BY SSA AND PAWC. EVIDENCE SUBMITTED AND HEREIN STATED REQUIRE REFUND. ACCORDINGLY,

COMPLAINANT REQUESTS THE PUC:

TO ORDER PENNSYLVANIA AMERICAN WATER COMPANY TO SHOW HOW MIGRATION/CONVERSION BALANCES FROM THE SCRANTON SEWER AUTHORITY OF \$325.67 AND \$1,283.62 WERE COMPUTED BY PROVIDING A CLEAR AND COMPLETE HISTORY REPORT BACK TO 1978; AND,
ORDER SSA AND PAWC TO REMOVE AND/OR SATISFY ANY LIENS ON COMPLAINANT'S PROPERTY; AND,
ORDER REIMBURSEMENT TO COMPLAINANT OF \$2,315.85 WITH INTEREST AND ALL OTHER MONIES THAT WERE NOT CREDITED OR DEPOSITED; AND,
GRANT ANY OTHER RELIEF AVAILABLE TO COMPLAINANT AS APPLIES BUT NOT LIMITED TO PENNSYLVANIA PUC STANDARDS AND BILLING PRACTICES FOR RESIDENTIAL SERVICE AND CODES FOR INTEREST CHARGED; AND,
IMPOSE PENALTIES ON SSA AND PAWC FOR VIOLATIONS HEREIN AND FOR NOT FOLLOWING RULES.

RESPECTFULLY,

Margaret Collins 11-18-17

MARGARET COLLINS
224 N.HYDE PARK AVE
SCRANTON, PA. 19504

PH: 570.343.1469
DATE: NOVEMBER 18, 2017



Pennsylvania American Water

P.O. Box 578, Alton IL 62002

Friday, March 24, 2017

RECEIVED
2017 NOV 21 PM 2:59
PA PUC
SECRETARY'S BUREAU

Margaret Collins
224 N Hyde Park Ave
Scranton, PA 18504-3390

For Service To: 1024-210029343611
224 N Hyde Park Ave
Scranton, PA

Dear Customer:

Pennsylvania American Water is proud to be your water and/or wastewater service provider and thanks you for the opportunity to provide this service. This letter is in regard to your recent inquiry about your account history from the Scranton Sewer Authority. We've included the account ledger history below and hope this information helps provide answers to your questions.

Date	Comment	Amount	Running Total
2016/12/25	INV2569664 DUE- 1/25 10/11 TO 12/06	\$ 42.50	\$ 1,336.14
2016/12/25	ADJ INTEREST CHG 2535879	\$ 0.37	\$ 1,293.64
2016/12/25	ADJ INTEREST CHG 2501978	\$ 0.37	\$ 1,293.27
2016/12/25	ADJ INTEREST CHG 2468319	\$ 0.36	\$ 1,292.90
2016/12/25	ADJ INTEREST CHG 2434725	\$ 0.36	\$ 1,292.54
2016/12/25	ADJ INTEREST CHG 2400747	\$ 0.35	\$ 1,292.18
2016/12/25	ADJ INTEREST CHG 2366767	\$ 0.36	\$ 1,291.83
2016/12/25	ADJ INTEREST CHG 2336395	\$ 0.35	\$ 1,291.47
2016/12/25	ADJ INTEREST CHG 2298425	\$ 0.37	\$ 1,291.12
2016/12/25	ADJ INTEREST CHG 2257526	\$ 0.35	\$ 1,290.75
2016/12/25	ADJ INTEREST CHG 2221922	\$ 0.35	\$ 1,290.40
2016/12/25	ADJ INTEREST CHG 2209453	\$ 0.36	\$ 1,290.05
2016/12/25	ADJ INTEREST CHG 2157892	\$ 0.35	\$ 1,289.69
2016/12/25	ADJ INTEREST CHG 2119740	\$ 0.35	\$ 1,289.34
2016/12/25	ADJ INTEREST CHG 2108375	\$ 0.35	\$ 1,288.99
2016/12/25	ADJ INTEREST CHG 2074184	\$ 0.34	\$ 1,288.64
2016/12/10	ADJ PENALTY CHG 2535879	\$ 2.20	\$ 1,288.30
2016/12/10	ADJ INTEREST CHG 2501978	\$ 0.36	\$ 1,286.10
2016/12/10	ADJ INTEREST CHG 2468319	\$ 0.36	\$ 1,285.74
2016/12/10	ADJ INTEREST CHG 2434725	\$ 0.35	\$ 1,285.38
2016/12/10	ADJ INTEREST CHG 2400747	\$ 0.35	\$ 1,285.03
2016/12/10	ADJ INTEREST CHG 2366767	\$ 0.35	\$ 1,284.68
2016/12/10	ADJ INTEREST CHG 2336395	\$ 0.35	\$ 1,284.33
2016/12/10	ADJ INTEREST CHG 2298425	\$ 0.36	\$ 1,283.98
2016/12/10	ADJ INTEREST CHG 2257526	\$ 0.36	\$ 1,283.62

Friday, March 24, 2017

2016/02/10	ADJ INTEREST CHG	2119740	\$ 0.36	\$ 1,191.41
2016/02/10	ADJ INTEREST CHG	2108375	\$ 0.36	\$ 1,191.05
2016/02/10	ADJ INTEREST CHG	2074184	\$ 0.33	\$ 1,190.69
2016/02/10	ADJ INTEREST CHG	2024707	\$ 0.35	\$ 1,190.36
2016/02/10	ADJ INTEREST CHG	1997439	\$ 0.38	\$ 1,190.01
2016/02/10	ADJ INTEREST CHG	1972871	\$ 0.33	\$ 1,189.63
2016/02/10	ADJ INTEREST CHG	1922436	\$ 0.36	\$ 1,189.30
2016/02/10	ADJ INTEREST CHG	1888015	\$ 0.38	\$ 1,188.94
2016/02/10	ADJ INTEREST CHG	1849282	\$ 0.35	\$ 1,188.56
2016/02/10	ADJ INTEREST CHG	1819343	\$ 0.69	\$ 1,188.21
2016/02/10	ADJ INTEREST CHG	1785062	\$ 0.72	\$ 1,187.52
2016/02/10	ADJ INTEREST CHG	1757870	\$ 0.68	\$ 1,186.80
2016/02/10	ADJ INTEREST CHG	1718255	\$ 0.71	\$ 1,186.12
2016/02/10	ADJ INTEREST CHG	1682273	\$ 0.74	\$ 1,185.41
2016/02/10	ADJ INTEREST CHG	1651145	\$ 0.74	\$ 1,184.67
2016/02/10	ADJ INTEREST CHG	1613825	\$ 0.48	\$ 1,183.93
2016/01/20	PYMT 467	1585428	\$ (36.70)	\$ 1,183.45
2016/01/20	PYMT 467	1561220	\$ (5.80)	\$ 1,220.15

If you need to speak with a service representative, please contact our customer service center at 1-800-565-7292.

Sincerely,
Customer Service

News update

SSA Purchases in Question

Promoting Recreation From Banner Idea News Almost Up

In January, the city entered into a contract with CGI Technologies Inc., aimed at promoting Scranton to potential visitors and businesses looking to relocate.

Within the next few weeks, the Rochester, N.Y.-based company will begin hanging banners around downtown and activating a new Web site that will feature streaming video of the city. "We've been trying to finish some paperwork," says Bob Scorsone, the city's director of information technology. The banners will be attached to PPAs poles, he says, and the city and the city had to address any potential safety and liability concerns.

The paper work to complete and the forest green banners advertising www.scrantonpa.gov will be going up soon, says city executive vice president Frank Bucha.

The company has sold about 250 banners at \$400 each, Mr. Bucha says. The banners were purchased by city businesses, not taxpayers, he says.

The Web site will feature six minutes of streaming video, promoting the city and its people, Mr. Bucha says.

"Someone who's thinking of visiting can see the city before coming," he says. "Someone who's thinking of relocating can see the city's. It's a very effective promotional marketing tool."

CGI has done promotional work for several cities and organizations across the nation, Mr. Bucha says, including the 114,000-square-foot, 100,000-

Audit Shows \$20,000 in Misspent Funds

BY LYNN SLACK SHIELDS
THE SUNDAY TIMES

American Water Services Inc., the private manager of the Scranton Sewer Authority, has acknowledged that an internal audit has uncovered about \$20,000 in fraudulent purchases made at the plant.

The expenditures include

the purchase of a garage door that was never received or installed and maintenance on a sewer system pump that was not performed. Those two items totaled less than \$15,000, according to a July 12 letter from William B. Eisenstadt, American Water vice president and general counsel.

The audit also discovered

payment of less than \$2,000 for "several personal items" bought by employees using corporate funds and several failures to follow proper internal purchasing procedures. Mr. Eisenstadt said in the letter. The "personal items" were not detailed by the company, which maintains the improper purchases are an in-

ternal problem that is not the authority's concern.

The information on the questionable purchases came to light in response to inquiries by Eugene Barrett, Scranton Sewer Authority board chairman, and board solicitor Jeffrey Belardi.

Mr. Barrett said he believes that since taxpayer dollars cover the entire cost of the system's day-to-day operations, the authority is entitled

to the information.

"It's incumbent on us that the money is properly spent," Mr. Barrett said. "If (American Water) is falling (in that regard), isn't it incumbent on us to take care of it?"

Payment for the garage door and the pump maintenance came from the \$573,000 monthly fee the authority pays American Water to run

Times of SSA, Page B1

Thousands Gather for Conference



Blues Want Input

The comment period on applications for the health plans is scheduled for Aug. 16 to Sept. 14.

TIMED SHARECOX NEWSPAPERS

The public comment period on reserve and surplus applications for Pennsylvania's Blue Cross/Blue Shield health insurance plans will take place from Aug. 16 to Sept. 14. Insurance Commissioner M. Diane Koken said today.

The issue affects Blue Cross of Northeastern Pennsylvania and other Blue Cross organizations.

The department views


PUBLICCITIZEN

 Protecting Health, Safety and Democracy
 

RWE-Thames Water/American Water Works

Alert!

See our updated and expanded profile of RWE-Thames that has just been released!

[Click here](#)

(<https://www.citizen.org/sites/default/files/rweprofile.pdf>) to view this PDF document.

Link to Cal-Am/RWE Water Watch (<https://www.citizen.org/california/water/calam/>)

Thames Water has topped lists of worst polluters in England and Wales for two of the past three years. In case after case, regulators and magistrates found that Thames was aware of conditions that led to raw sewage discharges and could have easily prevented the pollution. But putting public health and the environment at risk, and a willingness to plead guilty and pay the occasional fine, appears to be integrated into Thames' corporate culture, and perhaps its business strategy.

Thames' pollution-friendly business model is being exported to the rest of the world as part of the increasing concentration and consolidation of transnational corporations pushing to privatize the world's water.

Thames Water was fully acquired by the German energy conglomerate RWE AG in January 2003. RWE is one of the world's largest energy giants with more than 640 subsidiaries worldwide and annual revenues of more than \$50 billion. RWE is in turn acquiring American Water Works through Thames Water—the largest publicly held U.S.-based water utility with 16 million customers in 29 states and three Canadian provinces. Thames is the operational manager of RWE's international water business, including the management of the U.S. properties owned by American Water Works. Thames/RWE is gaining yet more control of U.S. water and wastewater services by entering into an agreement with Operations Management International (OMI), a Denver (US)-based firm. The corporate web is spun.

Read the report:

Corporate Profile: RWE-Thames Water/American Water Works

(<https://www.citizen.org/sites/default/files/rweprofile.pdf>) 

(<https://www.citizen.org/sites/default/files/rweprofile2003.pdf>) [57 KB]

In the News:

2005

July 18: Paying for Thames Water's failings (http://www.thisismoney.co.uk/news/article.html?in_article_id=402328&in_page_id=2)

July 14: Kentucky American sues to block vote (<http://www.kentucky.com/mld/kentucky/12128207.htm>)

July 14: Plugging water leaks could supply half a million new homes (<http://www.environment-agency.gov.uk/news/1121314?>

MARGARET COLLINS VS. PA AMERICAN WATER CO. (PAWC)
APPEAL TO PUC 8/10/17 DECISION

MARGARET COLLINS
224 N.HYDE PARK AVE.
SCRANTON, PA. 18504
SEPT. 22, 2017

BCS NO: 3522327 - INCORPORATED INCLUSIVE
AS "EVIDENCE SUBMITTED" WITH
DOCKET NO. - F-2017-2628770.

THE FINDINGS FOR THE DECISION FOUND: ONCE CHARGES BECOME PART OF THE CUSTOMERS WATER BILL, THEY BECOME ELIGIBLE TO BE ADDRESSED BY THE PUC. ONE OF THE MIGRATION BALANCES OF \$325.67 WAS THEN WAIVED TO RESOLVE MY COMPLAINT.

I SUBMIT THAT THE MIGRATION CHARGES ARE FROM PRIOR HISTORY REPORTS THAT ARE GRANDFATHERED WITH ALL OTHER CLAIMS FOR MONIES/LIENS OWED.

PAWC'S MIGRATION/CONVERSION BALANCE OF \$1,336.14 HAS NOT BEEN ADDRESSED AND IS A CONCERN (investigation found - no.7: to be converted to possible liens) THAT CAN BE CLEARED UP BY A HISTORY REPORT BACK TO 1978 THAT I REQUESTED FROM PAWC. THE DISPUTE IN MONIES OWED IS ONGOING BACK TO 1978.

NOTWITHSTANDING, IT IS MY RIGHT AS OUTLINED BY RIGHT TO KNOW REQUESTS 65 P.S. SECTION 67 AND IN THE PENNSYLVANIA PUC STANDARDS AND BILLING PRACTICES FOR RESIDENTIAL SERVICE: **TO KNOW HOW MY WATER BILL IS COMPUTED.....TO HAVE A CLEAR AND CONSICE BILLAND, A RIGHT TO FAIR CREDIT AND DEPOSIT POLICIES.**

I HAVE A RIGHT TO KNOW HOW THE \$325.67 AND \$1,336.14 AND LIENS WERE COMPUTED.

THE FINDINGS ALSO STATE THAT THE SCRANTON SEWER AUTHORITY (SSA) RECORDS INDICATE I HAVE PRIOR PROPERTY LIENS STILL IN NEGOTIATION. AND, THAT PAWC IS UNABLE TO PROVIDE RECORDS SINCE THEY TOOK OVER SSA IN DECEMBER 2016.

CONVERSELY, PAW WAS THE PRIVATE MANAGER OF SSA GOING BACK BEFORE 8/8/04 WHEN THEY ACKNOWLEDGED AN INTERNAL AUDIT UNCOVERED ABOUT \$20,000 IN FRAUDULENT PURCHASES. A CREDIT RECEIPT ENCLOSED DATED 6/10/04 IS MARKED FRAUD AND SIGNED: B GREY (SSA). PAWC HAD TO HAVE ACCESS TO RECORDS BEFORE 2016 TO NOW CLAIM I OWE MONIES/LIENS.

AND, THE 3/29/16 ASSET PURCHASE AGREEMENT BETWEEN SSA AND PAWC STATES: SECTION 7 OUTSTANDING INDEBTNESS 7.11 (b) TO BE NOTIFIED NOT LESS THAN 45 DAYS PRIOR TO CLOSING WITH APPROVAL OF THIRD PARTIES.

I WAS NOT NOTIFIED PER SECTION 7 OR OTHERWISE CONCERNING ANY LIENS STILL IN NEGOTIATION.

SSA/PAWC DID AND DOES NOT COMPLY WITH FAIR CREDIT AND DEPOSIT POLICIES OR TRUE AND COMPLETE ACCOUNTING PRINCIPLES: I WAS OVERCHARGED, PAYMENTS WERE NOT CREDITED, BILLED TWICE, WATER WAS TERMINATED AGAIN AND AGAIN. PAWC'S MR. WOODS THREATENED TO PUT MY HOUSE ON THE BLOCK FOR SHERIFF'S SALE TO EXTORT EVEN MORE MONEY (\$650.00). TO HALT THE STRONG ARM TACTICS, I SENT AN AFFIDAVIT (HB 893) WITH SUBSEQUENT SHUT-OFF NOTICES AND WITH PAWC'S MIGRATION/CONVERSION BILL.

ON 4/7/05, ATTY. SHELP'S LETTER TO SSA'S BOB GREY REQUESTED A MEETING TO DISCUSS THE HORRENDOUS COLLECTION TACTICS AND PRESENT EVIDENCE TO WHAT WAS CLAIMED I OWED. MR. GREY DID NOT RESPOND.

IN NOVEMBER OF 2005, ATTY. SHELP PRESENTED EVIDENCE TO SSA'S ATTY. MULLIGAN THAT SHOWED PAYMENTS EXCEEDED WHAT WAS CLAIMED I OWED. ATTY. MULLIGAN DID NOT RESPOND TO THE EVIDENCE. ON 6/23/05, ATTY. SHELP CONTACTED ATTY. NORTON TO SEEK REMEDIES.

ENCLOSED: PAYMENTS OF \$2,315.95 THAT HAVE NOT BEEN CREDITED TO MY ACCOUNT.

BCS NO: 3522327

THE HISTORY REPORTS AND BILLS BELOW SHOW AN ALARMING DEGREE OF MISMANAGEMENT:
WATER CONSUMPTION WAS MINIMAL PER BILLING CYCLE.

INVOICE/BILL ON 9/28/77 SHOWS **-0- BALANCE OWED.**

INVOICE/BILL FOR 11/19/03 SHOWS **-0- BALANCE OWED** - AND, JUST FIVE MONTHS LATER;

**A HISTORY REPORT (PRINTED ON 7/16/07) LISTS: \$1,222.65 BALANCE OWED ON 4/30/04, AND
\$2,361.52 BALANCE OWED ON 8/31/04.**

(ADDITIONALLY, THE INVOICE/BILL ON 9/28/04 SHOWS: \$143.54 BALANCE OWED.)

I WAS CHARGED \$1,138.87 INTEREST FOR FOUR MONTHS.....

A VIOLATION OF ALL LOCAL, STATE AND OTHER CODES FOR INTEREST CHARGED.

**A HISTORY REPORT PRINTED ON 11/8/10 LISTS: \$88.51 BALANCE OWED ON 4/30/04, AND
\$120.61 BALANCE OWED ON 8/31/04 FOR THE
IDENTICAL DATES LISTED IN THE ABOVE 7/16/07 HISTORY REPORT.**

A HISTORY REPORT ON 3/08/13 LISTS: \$873.47 BALANCE OWED ON 9/20/12

A HISTORY REPORT ON 3/14/13 LISTS: -0- BALANCE OWED ON 9/20/12

A HISTORY REPORT ON 3/29/16 LISTS: \$218.91 BALANCE OWED ON 10/10/12 - YET ANOTHER FIGURE.

AND, THE **3/29/16 HISTORY REPORT LISTS: -0- BALANCE OWED ON 9/23/15.** AND,
FOUR MONTHS LATER:

THE **3/24/17 HISTORY REPORT FROM PAWC LISTS: \$1,220.15 BALANCE OWED ON 1/20/16**
(payments of \$257 were made in 2016) **AND LISTS: \$1,336.14 BALANCE OWED ON 12/25/16**

THERE ARE NO FACTS OR EVIDENCE TO SUPPORT SSA AND PAWC'S CLAIM THAT I OWE ANY OUTSTANDING
MONIES OR LIENS. ACCORDINGLY,

I AM REQUESTING THE PUC:

TO ORDER PENNSYLVANIA AMERICAN WATER COMPANY TO SHOW HOW MIGRATION/CONVERSION BALANCES
OF \$325.67 AND \$1,336.14 WERE COMPUTED FROM THE SCRANTON SEWER AUTHORITY: TO PROVIDE A CLEAR
AND COMPLETE HISTORY REPORT BACK TO 1978; AND,
TO REMOVE AND SATISFY ANY AND ALL LIENS ON MY PROPERTY; AND,
TO REIMBURSE ME THE \$2,315.85 WITH INTEREST HEREIN AND ALL OTHER MONIES THAT WERE NOT CREDITED
OR DEPOSITED TO MY ACCOUNT; AND,
TO GRANT ANY OTHER RELIEF AVAILABLE TO ME AS APPLIES BUT NOT LIMITED TO STATE LAW AND
PENNSYLVANIA PUC STANDARDS AND BILLING PRACTICES FOR RESIDENTIAL SERVICE AND ALL CODES FOR
INTEREST CHARGED; AND,
TO IMPOSE ANY ACTION(S) AND PENALTIES AS THE PUC FINDS NECESSARY ON PAWC AND SSA.

RESPECTFULLY,

Margaret Collins 9-22-17

NOTE:

HISTORY REPORTS HEREIN
& RELATED EVIDENCE -
PREVIOUSLY SUBMITTED
W/ THIS COMPLAINT.

MCL 11-18-17

PENNSYLVANIA PUBLIC UTILITY COMISSION

RECEIVED

2017 NOV 21 PM 2: 59

PA PUC
SECRETARY'S BUREAU

MARGARET COLLINS, COMPLAINANT

DOCKET NO. F-2017-2628770

v.

PENNSYLVANIA - AMERICAN WATER COMPANY, RESPONDENT

CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING ANSWER UPON THE PARTY LISTED BELOW IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA. CODE & 1.54 RELATING TO SERVICE BY A PARTY.

MAILED TO:

STEVENS & LEE
MICHAEL A. GRUIN
17 NORTH SECOND ST.
16 th FLOOR
HARRISBURG, PA. 17101

Margaret Collins 11-18-17

MARGARET COLLINS

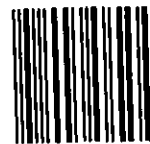
NOVEMBER 18, 2017

C

Ms Margaret Collins
224 N Hyde Park Ave
Scranton, PA 18504-3390



1000



17120

U.S. POSTAGE
PAID
SCRANTON, PA
18504
NOV 18, 17
AMOUNT

\$1.19

R2305K139640-16

PUC
ROSEMARY CHIAVETTA, SECRETARY
COMMONWEALTH KEYSTON BUILDING
400 NORTH STREET, SECOND FLOOR
HARRISBURG, PA.

17120