

ROSEMARY CHIAVETTA, SECRETARY

PA. PUBLIC UTILITY COMMISSION

P.O. BOX 3265

HARRISBURG, PA. 17105-3265

PENNSYLVANIA PUBLIC UTILITY COMMISSION

400 NORTH STREET, HARRISBURG, PA. 17120

12/27/2018

F-2017-2628770

MARGARET COLLINS v. PENNSYLVANIA-AMERICAN WATER COMPANY (PAWC)

EXCEPTIONS OF MARGARET COLLINS, COMPLAINANT

EXCEPTIONS BELOW TO THE INITIAL DECISION OF ADMINISTRATIVE LAW JUDGE JEFFREY A. WATSON DATED DECEMBER 3, 2018. NOTICE DATED DECEMBER 12, 2018.

A FORMAL COMPLAINT WAS FILED 9/27/2017 REGARDING UNFAIR BILLING TRADE PRACTICE AND DEBIT COLLECTION. THE FIRST COMPLAINT ADDRESSED IN CLAIMANT'S CORRESPONDENCE, COMPLAINT'S AND BRIEFS AS WELL AS REQUESTED RELIEF WAS ALWAYS FOR PAWC TO GIVE AN ACCOUNTING AS TO HOW THE TWO DIFFERING MIGRATION/CONVERSION BALANCES OF \$325.67 AND \$1,336.14 WERE CALCULATED. THAT HAS NOT HAPPENED. *THE COMMISSIONS REGULATIONS CHAPTER 56 (a) ESTABLISHES AND ENFORCES UNIFORM, FAIR AND EQUITABLE CREDIT AND DEPOSIT PRACTICES, AND ACCOUNT BILLING, TERMINATION AND CUSTOMER COMPLAINT PROCEDURES.....TO INSURE JUSTICE FOR ALL CONCERNED.* PAWC VIOLATED THE PUBLIC UTILITY CODE AND THE COMMISSION'S REGULATIONS BY PROVIDING TWO INCORRECT DECEPTIVE DIFFERING MIGRATION/CONVERSION BALANCES THAT CONTRADICT ONE ANOTHER AND PROVIDED EXHIBIT 1 EVIDENCE THAT CONTRADICT THE TWO PREVIOUS BALANCES. FURTHER, PAWC'S EXHIBIT 1 STATES CLAIMANT OWED \$16.02 ON 1/12/2016 CONTRADICTING THEIR 3/24/2017 HISTORY REPORT THAT \$1,220.15 IS OWED ON 1/20/2016 - A DIFFERENCE OF \$1,204.13 FOR THE SAME MONTH AND YEAR. ADDITIONALLY, EXHIBIT 1 IS MISSING \$177.95 SEWER PAYMENTS LISTED ON CLAIMANT'S 3/24/2017 (SSA) HISTORY REPORT. THESE VIOLATIONS ARE WITHIN Pa.C.S. S 3314 STATUTE OF LIMITATIONS. EXCEPTION IS TAKEN THAT THESE

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VIOATIONS ARE BARRED BY STATUE OF LIMITATIONS FOR PURPOSE TO DISMISS THIS COMPLAINT AS STATED ON PAGES 9 & 11 OF INITIAL DECISION.

FURTHER, WHERE THE CUSTOMER HAD NO CULPABILITY - THE COMMISSION HAS RULED THAT THE PUBLIC UTILITY CODE CONTAINS NO RESTRICTION ON HOW FAR IT CAN REWARD RELIEF AND HAS NOT APPLIED THE THREE YEAR PERIOD OF Pa.C.S. S 3314. SEE e.g. CHARLES SOUDERS v. PECO ENERGY CO. DKT. NO. C-2008-20053281; DEBORAH BROWN v. PECO ENERGY CO. DKT. NO. C-2009-2097007; CORE COMMUNICATIONS v. VERIZON DKT. NO. C-2011-2253750. THE PRESENT VIOLATIONS RELATING TO BILLING AND DEBIT COLLECTION IN THIS MATTER ARE GRANDFATHERED FROM PREVIOUS YEARS.

CLAIMANT PROVIDED EXTENSIVE EVIDENCE IN COMPLAINTS, BRIEFS AND THE HEARING THAT INCLUDED INVOICES, HISTORY REPORTS AND CORROBORATING DOCUMENTS FROM ATTORNEY SHELP. THE EVIDENCE SUBMITTED SHOWED A PATTERN OF SYSTEMIC OPERATING PROCEDURES OF INCORRECT DECEPTIVE INCONSISTENT ACCOUNTING, RECORD KEEPING AND BILLING PRACTICES THAT IS CONTINUED AND CONFIRMED BY EVIDENCE PAWC PROVIDED TO THE BCS 3522327 INVESTIGATION AND EVIDENCE PROVIDED AT THE HEARING ON JULY 2, 2018 - AND, FURTHER CONTINUES TO CLAIMANT'S PRESENT BILL (ATTACHED).

EXCEPTIONS BY PAGE TO INITIAL DECISION DECEMBER 3, 2018:

1. PAGE 6: EXCEPTION IS TAKEN THAT PAWC PRESENTED EVIDENCE OF CO-EQUAL VALUE OR "WEIGHT" TO REBUT COMPLAINANT'S EVIDENCE. PAWC DID NOT COMPLY WITH THE PUBLIC UTILITY CODE AND THE COMMISSION'S REGULATIONS CHAPTER 56 (a). ALL OF PAWC'S EVIDENCE OF BALANCES OWED ARE INCORRECT, INCONSISTENT, CONTRADICTIVE AND DECEPTIVE AND THERE IS NO EXPLANATION OF HOW THE BALANCES WERE CALCULATED. FURTHER, THEIR EXHIBIT 1 IS MISSING SEWAGE PAID FOR THE YEAR 2015 THAT TOTALS \$177.95 ON CLAIMANT'S 3/29/16 SSA HISTORY REPORT. PAGE 8: EXCEPTION IS TAKEN TO TAWAN DEAN'S STATED TESTIMONY AS IT CONTRADICTS THE BCS INVESTIGATION FOUND NO. 7 WHICH STATED THE DIFFERENCE WOULD BE CONVERTED TO POSSIBLE LIEN - AND THAT "LIENS STILL UNDER NEGOTIATION." ADDITIONALLY, MS. DEAN COULD NOT PROVIDE CLAIMANT WITH ANY ASSETS ACQUIRED FROM SSA. HER TESTIMONY IS NOT CREDIBLE AND IS NOT CREDIBLE IN LIGHT OF ALL THE EVIDENCE IN THIS CASE.
2. PAGE 4, NUMBER 12: EXCEPTION IS TAKEN TO PAWC'S CLAIM OF "LIMITED ACCESS" TO SCRANTON SEWER AUTHORITY'S (SSA) CUSTOMER ACCOUNTS - THIS IS NOT CORRECT.

PAWC PROVIDED ACCESS BACK TO 2/11/2000 (BCS). THEIR 3/2/2017 LETTER STATES: "PENNSYLVANIA AMERICAN WATER ACQUIRED THE SCRANTON MUNICIPALITY SEWER AUTHORITY AS OF DECEMBER 30, 2016. IN THIS ACQUISITION THE COMPANY HAS PURCHASED THE ACCOUNTS RECEIVABLE FROM THEM" (ATTACHED). IT ALSO STATES \$325.67 BALANCE WAS TRANSFERRED FROM THE SEWER AUTHORITY AND CLAIMANT'S NEXT BILL WILL BE \$292.01 OUTSTANDING. THE PURCHASED ACCOUNTS RECEIVABLE GAVE PAWC ACCESS TO A LIEN AS FAR BACK AS 2/11/2000 THAT THEY PROVIDED TO BCS.

3. PAWC HAD (NOT ONE) BUT TWO OUTSTANDING BALANCES FOR WHAT COMPLAINANT OWED. ONE MANUFACTURED BALANCE OF \$325.67 ON PAGE 3, NUMBER 6 AND THE \$1,336.14 MANUFACTURED BALANCE ON PAGE 4, NUMBER 14. THE COMMISSION'S REGULATIONS DO NOT ALLOW PAWC TO CRY "LIMITED ACCESS" AND THEN PULL FICTIONAL BALANCES OUT OF A CLOUD TO JUSTIFY AS EVIDENCE. THE \$325.67 "COURTESY CREDIT" DOES NOT ADDRESS VIOLATIONS COMMITTED FOR PROVIDING FICTITIOUS INCORRECT BALANCES. THE CREDIT ATTEMPTS TO RENDER THIS CASE MOOT WHILE LEAVING THE \$1,336.14 BALANCE CLAIMED OWED TO POSSIBLE LIEN OR OTHER ACTION AS STATED IN THE BCS DECISION.

4. PAGE 10: STATES THAT CLAIMANT PRESENTED NO EVIDENCE AT THE HEARING, EXCEPTION: PAGE 2 STATES COMPLAINANT ENTERED FIVE EXHIBITS MARKED A, A-1, B, C, AND D. THE EXHIBITS STATE WHAT IS OWED ON INVOICES AND HISTORY REPORTS AS WELL AS PAYMENTS MADE THAT WERE NOT CREDITED ON PAWC'S/SSA'S HISTORY REPORTS: A \$20 CREDIT MARKED "DUE TO FRAUD" AND THEN NOT CREDITED; ATTORNEY SHELPS LETTERS CORROBORATING THE HORRRENDOUS RECORD KEEPING, TERMINATIONS AND OTHER RELEVANT EVIDENCE.

ALSO, PAGE 10 STATES COMPLAINANT DID NOT PROVIDE ANY DATES OR EXPLANATION REGARDING INCORRECT CHARGES OR EVIDENCE TO INCORRECT CHARGES, EXCEPTION: INVOICES AND HISTORY REPORTS FROM PAWC AND CLAIMANT DETAIL HUNDREDS OF INCORRECT CHARGES BY DATE ALONG WITH EVIDENCE THAT CORROBORATES THE INCORRECT CHARGES.

FURTHER, THIS MATTER STARTED WITH COMPLAINANT FILING A COMPLAINT ON 9/27/2017 REGARDING INCORRET CHARGES OF \$325.67 TO HER BILL. PAWC'S REBUTTAL EXPLANATION TO THE \$325.67 INCLUDED A COTRADICTIVE 3/24/17 HISTORY REPORT THAT STATES ON 12/25/2016 CLAIMANT OWED \$1,336.14 (THAT INCLUDED ADDING MORE THAN \$250.00 PAYMENTS AS DEBT). CLAIMANT PRESENTED 3/29/16 HISTORY REPORT STATING -0- BALANCE IS OWED FOR 9/23/15 WHILE FOUR MONTHS LATER PAWC'S 3/24/17 HISTORY REPORT STATES \$1,220.15 IS OWED ON 1/20/2016.

ADDITIONALLY, CLAIMANT'S 7/16/07 HISTORY REPORT STATES \$1,138.87 INTEREST CHARGED FOR FOUR MONTHS WHILE CLAIMANT'S BILL STATES \$21.84 OWED FOR A TWO MONTH WASTEWATER CHARGE (EX: A).

CLAIMANT PROVIDED EXTENSIVE EVIDENCE TO THE HEARING WHILE DEPRIVED THE ADVANTAGE OF A HEARING TO BE HEARD IN PERSON - FIXING OF HEARINGS TITLE 66 s 703 (C).

5. PAGE 7: CONTAINS AMBIGUOUS AND INCORRECT STATEMENTS. EXCEPTION IS TAKEN TO CORRECT THE RECORD: WATER SERVICE WAS TERMINATED BY PAWC BEFORE THE "CASH FOR WATER" EXTORTION AMOUNTS (HAVING THREE DIFFERENT ACCOUNT NUMBERS) OF \$600.00, \$650.00, \$1,000.00, AND \$262.00 THAT WAS DEMANDED BY SSA TO RECONNECT (EX: C). CLAIMANT'S PAWC WATER BILL WAS PAID TO DATE WHEN WATER WAS TERMINATED AND CORROBORATED BY ATTORNEY SHELPS' LETTERS. EXCEPTION IS TAKEN THAT CLAIMANT ALLEGED IT WAS NOT POSSIBLE TO USE \$2,250.00 WORTH OF WATER - CLAIMANT'S BILL STATES \$21.84 OWED FOR A TWO MONTH WASTEWATER BILL (EX:A). PAWC'S 3/24/17 HISTORY REPORT DID NOT CREDIT CLAIMANT'S ACCOUNT WITH OVER \$250.50 FOR PAYMENTS MADE.

6. PAGE 9: EXCEPTION TAKEN THAT PAWC'S PUBLIC UTILITY CODE VIOLATIONS ARE BARRED BY THE STATUTE OF LIMITATIONS AT 66 Pa.C.S.A. S 3314. WHERE THE CUSTOMER HAD NO CULPABILITY - THE COMMISSION HAS RULED THAT THE PUBLIC UTILITY CODE CONTAINS NO RESTRICTION ON HOW FAR BACK IT CAN REWARD RELIEF AND HAS NOT APPLIED THE THREE YEAR PERIOD OF Pa.C.S. S 3314.

7. PAGE 11 NO. 4 STATES THAT CLAIMANT HAS THE BURDEN OF PROOF AND FAILED TO CARRY THAT BURDEN, EXCEPTION: PAWC DID NOT COMPLY WITH THE COMMISSION'S REGULATIONS TO PROVIDE EXPLANATION OF TWO DIFFERENT BALANCES OWED AND THEREBY FAILED TO PROVIDE ANY CREDIBLE EVIDENCE AS TO HOW THE \$325.67 AND \$1,336.14 WERE CALCULATED. CLAIMANT PROVIDED EXTENSIVE EVIDENCE OF NUMEROUS VIOLATIONS IN THE 9/25/2018 MAIN BRIEF, THE HEARING AND HEREIN.

PAGE 11 NO. 5 STATES THE COMMISSION LACKS JURISDICTION OVER MUNICIPAL LIENS. EXCEPTION: THE COMMISSION'S FORMAL COMPLAINT FORM PAGE 3 STATES THE PUBLIC UTILITY COMMISSION CAN ADDRESS A COMPLAINT ABOUT SERVICE OR INCORRECT BILLING EVEN IF THE AMOUNT IS SUBJECT TO A LIEN.

PAGE 11 NO. 6 STATES THE COMMISSION DOES NOT HAVE JURISDICTION OVER CLAIMS PURSUANT TO CONSUMER PROTECTION STATUTES OR OVER CLAIMS FOR REFUNDS FOR UTILITY CHARGES MADE MORE THAN FOUR YEARS FROM THE DATE OF A COMPLAINT. EXCEPTION: PAWC'S ACTIONS AND WRITTEN DOCUMENTS ARE EVIDENCE OF DECEPTIVE, UNREASONABLE, UNJUST, INEQUITABLE BUSINESS PRACTICES THAT ARE WITHIN THE FOUR YEAR LIMIT

FROM THE DATE OF THIS COMPLAINT AND VIOLATE THE PUBLIC UTILITY CODE AND ITS REGULATIONS. THE COMMISSION HAS THE POWER AND AUTHORITY TO PRESCRIBE APPROPRIATE REMEDIES. SEE 52 Pa. CODE s 56.1(a), 66 Pa.C.S. CHAPTER 14; 52 Pa. CODE s 54.43(f) (for fraudulent deceptive or other unlawful acts) AND Pa. C.S. s 601. THE COMMISSION'S REGULATIONS REQUIRE COMPLIANCE WITH THE CONSUMER PROTECTION LAW TO RESTORE TO ANY PERSON IN INTEREST MONEYS OR PROPERTY. SEE 77 P.S. s 201-4.1; 111.12(d)(1) RELATING TO COMPLIANCE TO CONSUMER PROTECTON LAW. WHEN THE DOCUMENTS THEMSELVES HAVE A CAPACITY TO DECEIVE AND ARE WIDELY DISTRIBUTED, AN UNFAIR AND DECEPTIVE PRACTICE CAN BE ESTABLISHED; *DOUBLE EAGLE LUBRICANTS, INC. v. FTC*, 360 F 2d 268, 267, 270 (10th Cir. 1965).

PAGE 11 NO.7 STATES NO EVIDENCE WAS PRESENTED TO INDICATE COMPLAINANT'S ACCOUNT BALANCE IS INCORRECT, EXCEPTION: CLAIMANT PRESENTED EXTENSIVE EVIDENCE THROUGHOUT THIS MATTER ADDRESSING PAWC'S CONTRACTIVE INCONSISTENT DECEPTIVE DOCUMENTS AND ACTIONS. CLAIMANT'S BODY OF EVIDENCE PRESENTED THROUGHOUT AND THE 9/25/18 MAIN BRIEF ADDRESSES PAWC'S VIOLATIONS IN DETAIL CITING COMMISSION REGULATIONS, CODES, AND CASE LAW. AND, CLAIMANT'S 9/29/2016 SSA HISTORY REPORT DOES NOT SHOW ANY OF THE BALANCES PAWC CLAIMS IS OWED ON THEIR BILL OR 3/24/2017 HISTORY REPORT OR EXHIBIT 1.

THE BCS INVESTIGATION FAILED TO HOLD PAWC ACCOUNTABLE FOR PROVIDING INCORRECT INCONSISTENT DECEPTIVE CONTRADICTORY EVIDENCE. PAWC'S "LIMITED ACCESS" CLAIM TO BCS IS NOT SUPPORTED BY THE PURCHASED ACCOUNTS RECEIVABLE FROM SSA.

PAWC KNEW WHAT THEY WERE DOING OR SHOULD HAVE KNOWN FOR THEY PURCHASED THE CUSTOMERS ACCOUNTS RECEIVABLE WITH THE SSA AQUISITION. PAWC SENT CLAIMANT AND BCS THE TWO DIFFERING BALANCES AND PROVIDED INFORMATION TO BCS CONCERNING A LIEN DATED 2/11/2000.

THE 2017 INCONSISTANT DECEPTIVE MANUFACTURED BALANCES PROVIDED TO CLAIMANT AND THE PUC BY PAWC FROM (2016) TO PRESENT ARE NOT BARRED BY THE STATUTE OF LIMITTIONS AT 66 Pa.C.S.A. s 3314 AND s 1312. . PAWC PROVIDED TWO DECEPTIVE CONTRADICTIVE INCONSISTENT BALANCES THAT FURTHER CONTRADICT THEIR DECEPTIVE EXHIBIT: 1 TRIGGERING VIOLATIONS OF THE PUBLIC UTILITY CODE AND THE COMMISSION'S RULES AND REGULATIONS ADDRESSED IN CLAIMANT'S 9/25/2018 MAIN BRIEF AND HEREIN.

FURTHER, WHERE THE CUSTOMER HAD NO CULPABILITY - THE COMMISSION HAS RULED THAT THE PUBLIC UTILITY CODE CONTAINS NO RESTRICTION ON HOW FAR BACK IT CAN REWARD RELIEF AND HAS NOT APPLIED THE THREE YEAR PERIOD OF Pa.C.S. S 3314. SEE e.g. CHARLES SOUDERS v. PECO ENERGY CO. DKT. NO. C-2008-20053281; DEBORAH BROWN v. PECO ENERGY CO. DKT. NO. C-2009-2097007; CORE COMMUNICATIONS v. VERIZON DKT. NO. C-2011-2253750.

THE RECORD TO DATE SHOWS THAT: (A) A "COURTESY CREDIT" WAS GIVEN BY THE BCS INVESTIGATION. BCS ACCEPTED DECEPTIVE MANUFACTURED CONTRADICTIONARY EVIDENCE FROM PAWC (\$325.67 AND \$1,336.14) AS A "LIMITED ACCESS" DEFENSE RATHER THAN ENFORCING THE PUBLIC UTILITY CODE AND COMMISSION'S REGULATIONS; AND, (B) THE INITIAL DECISION, PAGE 9 INCORRECTLY BARRED ALL RELIEF REQUESTED BY "STATUTE OF LIMITATIONS". PAWC NOW HAS NO INCENTIVE TO STOP TERMINATING CUSTOMERS WATER BASED ON MANUFACTURED DECEPTIVE DOCUMENTS EVIDENCED HEREIN AND NO INCENTIVE TO STOP FURTHER PROBLEMS WITH BILLING (SEE ATTACHED CLAIMANT'S RECENT BILL). *POPOWSKY v. PENNSYLVANIA PUBLIC UTILITY COMMISSION, 853 A.2d 1097, 1106 (Pa. CMWLTH. 2004)*, STATES: IN PROMULGATING A REGULATION TO IMPLEMENT A STATUTORY PROVISION, AN AGENCY IS NOT BOUND BY A PRIOR COURT DECISION INTERPRETING THAT STATUTORY PROVISION. A REGULATION MUST BE FOLLOWED EVEN IF PRIOR CASE LAW SUPPORTS A NARROWER INTERPRATION.

CONCLUSION

THE PUC CAN INVESTIGATE ITSELF, CLAIMANT REQUESTS THE SECRETARY TO:

1. REMAND THE INITIAL DECISION TO COMPLY WITH THE PUBLIC UTILITY CODE AND THE COMMISSION'S REGULATIONS TO GIVE AN ACCOUNTING FOR THE CALCULATION OF THE TWO DIFFERING BALANCES OF \$325.67 AND \$1,336.14 AND ALL VIOLATIONS RESULTING FROM UNFAIR BILLING TRADE PRACTICE AND DEBIT COLLECTION AS SECRETARY FINDS NECESSARY; AND OR,
2. REWARD CLAIMANT'S RELIEF REQUESTED IN THE SEPTEMBER 25, 2018 MAIN BRIEF UNDER PROPOSED ORDERING PARAGRAPHS AS SECRETARY FINDS NECESSARY; AND OR,
3. ENFORCE, EXECUTE, AND CARRY OUT THE PUBLIC UTILITY CODE REGULATIONS AND ORDERS, SINGULAR OR OTHERWISE THE PROVISIONS THE FULL EXTENT THEREOF. 66 Pa..C.S. s 501(a); SECTION 501 OF THE PUBLIC UTILITY CODE GIVES THE COMMISSION BROAD AUTHORITY TO ADDRESS AND REMEDY VIOLATIONS OF THE PUBLIC UTILITY CODE AND PROTECT THE RIGHTS OF THE PUBLIC, 66 Pa.C.S. s 501.

REPECTFULLY,

Margaret Collins 12-27-18

MARGARET COLLINS

BILLING PERIOD AND METER READINGS

- Billing date: November 28, 2018
- Due Date: **December 20, 2018**
- Billing period: Sep 19 to Nov 20 (63 Days)
- Next reading on or about: Dec 19, 2018
- Customer Type: Residential

Meter No.	N044434706
Size of meter	5/8"
Current Read	892 (Actual)
Previous Read	889 (Actual)
Total water used this billing period	3.00 (300 gallons)

Meter Changed: 10/17/2018

Meter No.	64098098
Size of meter	5/8"
Current Read	2 (Actual)
Previous Read	0 (Actual)
Total water used this billing period	2.00 (200 gallons)
Total water used this billing period	5.00 (500 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 5.00 CGL
- Same billing period 2017: 2.00 CGL

BILLING SUMMARY**For Service To: 224 N HYDE PARK AVE****For Account 1024-210029343611****Prior Balance**

- Balance from last bill 1.51
- Payments as of Nov19. Thank you! -28.20

Balance Forward -26.69**Cancelled Bill**

- Cancelled Bill Period 09/19/2018 - 10/19/2018 -26.67
- Reason: Over Estimated Meter Reading

Total Amount Cancelled -26.67**Rebill (09/19/2018 - 10/19/2018)****Water Service**

- Water Service Charge 14.90
- Water Service Charge 1.60
- Water Usage Charge (\$1.22170000 x 3.00) 3.67

Wastewater Service

- Wastewater Minimum Charge 19.50
- Wastewater Use Charge (\$0.61730000 x 3.00) 1.85

Other Charges

- Fed Tax Adjust Scranton WW Surcharge (17.08 x -5.4700%) -0.93
- Fed Tax Adjust Water Surcharge (6.14 x -6.7900%) -0.42
- Water Service Charge Discount -14.03
- Discounted Sewer Charge -4.27
- **Total Rebilled Charges (09/19/2018 - 10/19/2018) 21.87**

Bill (10/20/2018 - 11/20/2018)**Current Water Service**

- Water Service Charge 16.50
- Water Usage Charge (\$1.22170000 x 2.00) 2.44
- **Total Water Service Related Charges 18.94**

(Continued on next page)

Important messages from Pennsylvania American Water

(continued from previous page)

BILLING SUMMARY**For Service To: 224 N HYDE PARK AVE****For Account 1024-210029343611****Current Wastewater Service**

- Wastewater Minimum Charge 19.50
- Wastewater Use Charge (\$0.61730000 x 2.00) 1.23
- **Total Wastewater Service Related Charges 20.73**

Other Charges

- Fed Tax Adjust Scranton WW Surcharge (16.58 x -5.4700%) -0.91
- Fed Tax Adjust Water Surcharge (4.91 x -6.7900%) -0.33
- Water Service Charge Discount -14.03
- Discounted Sewer Charge -4.15
- **Total Other Charges -19.42**

Other Charges

- Wastewater Late Paymnt Charge 0.02
- **Total Other Charges 0.02**

TOTAL CURRENT CHARGES 42.14**TOTAL AMOUNT DUE****\$15.45**

ATTACHMENT

Thursday, March 02, 2017

Pennsylvania American Water

P.O. Box 578, Alton IL 62002

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

For Service To:
Account number: 1024-210029343611
Service Address: 224 N. Hyde Park Ave.

Dear Margaret Collins,

Customer Dispute: On January 27, 2017, Pennsylvania American Water was contacted in regards to the amount billed for the wastewater sewer conversion to this account from the Scranton Sewer Authority.

Findings: On February 16, 2017, Pennsylvania American Water reviewed the request and sent the customer a copy of the spreadsheet that was used to determine the converted wastewater charges from the Sewer Authority.

Pennsylvania American Water acquired the Scranton Municipality Sewer Authority as of December 30, 2016. In this acquisition the company has purchased the accounts receivable from them.

Position: On February 16, 2017, Pennsylvania American Water reviewed the request and sent the customer a copy of the spreadsheet that was used to determine the converted wastewater charges from the Sewer Authority.

Pennsylvania American Water acquired the Scranton Municipality Sewer Authority as of December 30, 2016. In this acquisition the company has purchased the accounts receivable from them.

The amount currently outstanding on your account is \$292.01, which will be on your next bill. The balance transferred from the Scranton Sewer Authority was \$325.67, which was completed on February 17, 2017.

Information to the Customer: We sincerely apologize for any inconvenience this may have caused. Should you have questions or concerns or to wish to find out if the account qualifies for payment arrangements, please feel free to contact us at 1-800-565-7292. Customer Service Representatives are available to serve from 7 a.m. to 7 p.m. You may be able to save time by managing your account with My H2O Online, the customer self-service section of our Web site. You can check your account balance, pay your bill, or schedule some service appointments from the comfort of your home. You also can sign up for our free and convenient EFT program that automatically pays your bill directly from your bank account. Please visit www.amwater.com/myh2o.

ATTACHMENT

PENNSYLVANIA PUBLIC UTILITY COMMISSION

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 EXCEPTIONS UPON THE PARTY LISTED BELOW IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA. CODE S 1.58 RELATING TO SERVICE BY A PARTY.

MAILED TO:

SECRETARY
PA. PUBLIC UTILITY COMMISSION
P.O. BOX 3265
HARRISBURG, PA 17105-3265

JEFFREY A WATSON, ALJ
PENNSYLVANIA UTILITY COMMISSION
OFFICE OF ADMINISTRATIVE LAW JUDGE
PIATT PLACE, SUITE 220
301 FIFTH AVENUE
PITTSBURGH, PA 15222

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

EMAIL TO:
COMMISSION'S OFFICE OF SPECIAL ASSISTANTS AT: ra-OSA@pa.gov

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Margaret Collins 12-27-18

MARGARET COLLINS

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

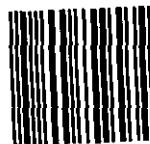
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