

May 19, 2020

Madeline and Robert Radzwich
235 Meadow Lane
Pennsylvania Furnace, Pa 16865
(814)867-5464

Rosemary Chiavetta
Secretary of the Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pa 17120

Dear Ms. Chiavetta,

I am writing in response to an email I received from Rock Springs Water Company regarding a formal complaint I have filed against their company. Docket # C-2020-3019624.

The information that was provided to you from Rock Spring Water Company is NOT correct which is why a formal complaint has been issued from my husband and I. Letter attached.

Roy Campbell came to speak to me to inform me that there was a leak in our back farm field that needed fixed and he wanted me to be aware. I said that was fine because he had done this 2 other times, had never sent me a bill or asked to help pay because it was his water line to repair. The leak was between my curbstop and the main road water line. I was NEVER informed that a new water line was going in or that they were moving our curbstop or that we would be charged for this. Please be aware, the leak they fixed was on their side of the curb stop, therefore we feel it should be their responsibility. I only became aware of this information when I saw what was happening in my field and was told by an employee of his that he was "pulling a fast one on me by moving my curbstop while fixing his water line." Later in the month I received the repair bill for his water line repair totaling \$1375.

Mr. Campbell told me in a recent conversation that since his water line in the field kept leaking that he thought it was a good time to move the curbstop while at the same time charging me for this repair. I also have 2 people that worked with him that can verify that he did not do a good job installing the repair line nor informed me of the DEP requirements. We did tell him that if he signed a contract stating that he would fix any leak on that repaired line in the next 5 years (based on our knowledge of his poor craftsmanship) that we would split this bill with him. He declined. This is a very short version of a very long and detailed situation that involves many people and a pandemic unfortunately. Other letters attached.

I feel that this company is not following the correct guidelines or procedures in taking care of their customers. I never had any notice, detail or knowledge except that there was a leak on RSWC water line. I have documented everything that has happened and everyone that I have contacted regarding PA water company rules, regulations & tariffs. The informal complaint was case #3749579.

Please let me know if there is any information or documentation that I may provide to you regarding this case. I appreciate your time and efforts in this matter.

Sincerely,

Madeline E Radzwich

Madeline & Robert Radzwich
4104 West Whitehall Road
Pennsylvania Furnace, Pa 16865
Account #445

Rock Springs Water Company
1750 Tadpole Road
Pennsylvania Furnace, Pa 16865

November 1, 2019

Dear Mr. Campbell and RSWC,

We received an invoice in mid-October for a repair of a water line at the farm (above address) for \$1375.45 dated 9/2019. This includes Turn off/on fee \$50, Labor \$190, Hired \$930, and parts \$206. We received a \$.55 dollar credit from a water bill I suppose. So initial fee was \$1376.00. The bill states that there will be a 1.50% interest applied after due date of 11/14/19.

We do not agree that we should be responsible for this bill for many reasons as I will state below.

In September at some point Roy Campbell came to my door at 235 Meadow Lane Pennsylvania Furnace, Pa 16865 to let me know that he needed to repair the water line located in our back field that is along Ravendale Rd (4104 West Whitehall Road Pennsylvania Furnace, Pa 16865). R. Campbell has done this in the past and so I said OK and did not think another thing about it. We have never received a bill for these repairs in the past as our curbstop was within 10 feet of our house. This leak that seemed continuous was just into the field off the road (Ravendale Rd). So as we understood this was RSWC water line & their responsibility up to our house/ curbstop.

A few days later we came down to the farm in the evening like we always do and we saw the RSWC guys out in the field with a bobcat or backhoe digging up the ground out by the road. The next night they were still out there working on it. We were never spoken to about what was happening and we were not given an estimate about the situation and the costs. Never worried about it because we were not responsible for this part of the water line. That evening Kalen (sp?) spoke to my husband Bob about this repair. He stated "No wonder the line is broken... they pushed a bunch of large rocks on top." We were not given any further information.

Soon after we received the invoice for the repair (see above). We were in shock as we were NEVER approached to discuss the repair as it unfolded, they never said RSWC would be replacing the line, RSWC never said we would need to pay, never got our permission, and never told us that they would be moving the curbstop which is NOW located out by Ravendale Road.

We spoke to other farmers in the area about this situation and we were told "that a fast one was pulled on us." Unbelievable.

I called RSWC on Oct. 18, 2019 when I first got this invoice to discuss it. No one called me back.

On 10/20/19, Bob and I were walking our dogs out in the field when Roy Campbell drove by. He turned around after seeing us and came to speak with us about the matter which we appreciated. We explained our concerns and disappointment on how things were handled. Roy could not give us a solid answer about this repair or the billing. He went into detail about his situation and business stating how many people do not pay their water bills, how the lines were put in wrong before he bought the business, etc..... We understand all of that and feel badly for that but it still does not make us responsible. Clearly at this point, now that the water line in our back farm field has been repaired and the curbstone was moved, we would be responsible from this point on. We are not responsible however for the back field line that was the RSWC issue to begin with.

We are clearly very upset and disappointed that this is how our water company handled the situation. Trust and confidence is really important with utilities such as these. Hoping that this is something that is worked on for RSWC so our community can feel good about our water supply and how the business is run.

Thank you -
Maddi & Bob Radzwich
(814) 867-5464



1750 Tadpole Road
Pennsylvania Furnace, PA 16865
(814) 231-2911

May 11, 2020

Rosemary Chiavetta
Secretary of the Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA. 17120

Dear Ms. Chiavetta

Re: C-2020_3019624 Robert and Madeline Radzwich's new service line installation at their property of 4104 West Whitehall Rd., Pa Furnace, PA 16865.

I first spoke with Mrs. Radzwich, in person, prior to replacing her water service line in September of 2019. I explained the service line situation in detail to her. Their old service line was in bad condition and had a tremendous number of leaks. This line was in an emergency state of needing to be replaced. At this time Mrs. Madeline Radzwich gave the "ok" for me to install a new service line.

The job was started soon after speaking with Mrs. Madeline Radzwich so the excess water loss could be eliminated. After working most of the day and through the evening until dark, the job was then completed the next day.

This particular property is an old farm house and barn (a property of Robert and Madeline Radzwich). The old original water service was installed incorrectly. In order to follow DEP's regulations, a new meter pit with shut-off was installed close to the water main. This is located just off the public right-of-way, at the edge of the Radzwich property. This meter pit installation follows standard DEP guidance for properly connecting a home with water service. We installed a new 250ft. water service line, with all proper fittings and connectors. RSWC unaccounted water has decreased significantly after their service line was fixed.

A bill for our services was sent 10/14/19 with a due date of 11/14/19. In late fall, I talked with Mr. Radzwich in person to work with him on the service line bill, but he declined the offer. In February 2020 RSWC put the Radzwich's service line bill on a payment plan, this was declined by Mrs. Radzwich.

RSWC has tried every possible effort to work with Mr. and Mrs. Radzwich and every option was declined. Their service line was fixed in a timely manner and properly brought up to date by DEP's requirements. The system is moving in the right direction with the improvements. I hope you find this huge accomplishment done by RSWC to provide a correct and safe service line for their future of healthy and proper water movement to the Radzwich farm house and barn.

Sincerely,


J. Roy Campbell

Madeline and Robert Radzwich
4104 West Whitehall Road
Pennsylvania Furnace, Pa 16865
Acct# 445

Rock Springs Water Company
1750 Tadpole Road
Pennsylvania Furnace, Pa 16865

November 15, 2019

Dear Mr. Campbell and RSWC,

Based on the last letter that I sent on 11/01/19 you should be aware that we do not agree with the invoice concerning the new farm water line and I wrote that I would do some research to aid in this situation. I called the DEP (Department of Environmental Protection) and the PUC (Public Utility Commission) on 11/06/19. Sandra Hollister at the DEP said that she had other issues and complaints with your company (RSWC) and that she would look into things for me. She did tell me that their department asked you to fill certain requirements for your water customers and their water service. The PUC stated that we should speak with you first and then get back to them if a complaint needed to be filed.

Last week, on Friday 11/08/19, you spoke to my husband about the situation and bill for the work done at our farm. It sounded as though it was very similar to the conversation that I mentioned in the first letter with no real conclusion about the outcome and that we (Radzwich's) would continue to do research. The research that I am doing concerns what rights you have as our water company and what rights we have as customers regarding property laws, water laws and who is responsible for what.

On Wednesday 11/13/19 we received a bill for our water (which we pay fully every time and on time) at the above address and it included the fee of \$1375.45 for the water line repair/ replacement at our farm. Yesterday I stopped at Ferguson Township Municipal building to speak with them to see if they had any insight. Unfortunately they were not able to help but directed me to the DEP and PUC. I spoke to Sandra Hollister again at the DEP. She will be having a meeting on Thursday 11/21/19 with her manager about the situation/issue that I have presented. I also called the PUC this morning and filed a complaint. They will be receiving a copy of this letter and the previous letter I sent to your company.

Again we just want to make sure what the rules/regulations and laws are for the State of Pennsylvania regarding this water company and it's rights.

Thank you -

Maddi and Bob Radzwich
(814)867-5464