

Rosemary Chiavetta, Esquire  
Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building – 1 North  
PO Box 3265  
Harrisburg, PA 17105

**RECEIVED**

APR 14 2020

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Docket No C-2020-3019143

Dear Secretary Chiavetta:

I am responding to the documents that I have received from Regar Rizzo & Darnall LLP. I am disturbed at the level of incompetence overall. Initially, I wrote to explain the unethical reasoning of Aqua to request such a HUGE and UNREALISTIC increase for WASTE WATER. Who in their right minds would pay for something that is not even metered? I have asked over and over to have someone handle this and I was told send a formal complaint, a notice. I have done all of these things and what happened? Some inconsiderate individual(s) have approved the increase unjustly.

Now, that this has been implemented with little to no warning Aqua has the audacity to have these unethical lawyers reach out requesting to have MY, and I am sure others, formal complaint dismissed based on our broken system. I have huge respect for the law when it is fair and just and in this case it is not.

Aqua is price gouging their clientele for something that they REFUSE to meter. I have no issue with paying for a service that I am receiving; however, in this case I am NOT receiving a service that warrants this exorbitant fee. How do any of the individuals involved sleep at night knowing that they are doing this to many, many homeowners? Where is the consideration? Where is the compassion? Where is the justice to uphold these companies responsible for their lack of concern or care?

My initial point and remaining point is that someone needs to hold Aqua accountable for their inability to properly charge their customers for waste water. I know that my entire community is on well water and is not being fairly billed. There needs to be a metering plan implemented to ensure that each residence is being billed accordingly. Either by an actual meter, number of bathrooms or number of residents in the household. These are easily obtained and should be regulated to avoid Aqua from taking advantage of their consumers!

Respectfully,



Ben Mroz III



~~Mr. Jose A. Vazquez~~  
107 Sir Bradford Rd  
Pocono Lake, PA 18347



0000

U.S. POSTAGE PAID

POCONO LAKE, PA  
18347

APR 14 20

AMOUNT

**\$0.55**

R2305K137558-10

Rosemary Chiavetta, Esquire  
Secretary  
PA PUC  
Commonwealth Keystone Building-2 north  
Po Box 3265  
Harrisburg, PA 17105

17105-326565

