

# PENNSYLVANIA PUBLIC UTILITY COMMISSION

## Formal Complaint

*Filing this form begins a legal proceeding and you will be a party to the case.  
If you do not wish to be a party to the case, consider filing an informal complaint.*

**To complete this form, please type or print legibly in ink.**

### 1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name William Towne

Street/P.O. Box 4243 Glen Lytle Rd Apt #

City Pittsburgh State PA Zip 15217

County Allegheny

Telephone Number(s) Where We Can Contact You During the Day:

(412) 256-8236 (home) ()  (mobile)

E-mail Address (optional): firstpeterfourten@gmail.com

Utility Account Number (from your bill) 50462601167042

**If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.**

Name

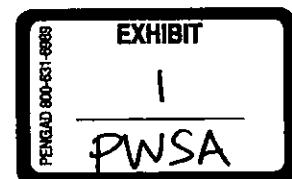
Street/P.O. Box

City  State  Zip

### 2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Pittsburgh Water & Sewer Authority



3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC                       WASTEWATER/SEWER SECONDARILY THIS TOO
- GAS                                 TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- WATER                             MOTOR CARRIER (e.g. taxi, moving company, limousine)
- STEAM HEAT

4. **Reason for Complaint**

**What kind of problem are you having with the utility or company?** Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain).

**Note:** If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

## **5. Requested Relief**

**How do you want your complaint to be resolved?** Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

All of the following:

1: Not shut off service. I have paid all my bills on time via AutoDraft. If AutoDraft failed to process the payment due yesterday 3/10/19, even though my payment method shows the charge as Pending with no inhibitors to success, that should be considered an issue with AutoDraft and not reason to immediately issue a 3-day shutoff notice to a customer who's been very reliable about paying the bill in full every month through AutoDraft. PWSA is also in violation of Act 201's requirements for a 10-day written notice before shutoff. See PA Code Title 52 §56.91 for requirements of a written notice that has not been received.

2: Provide full details and copies of all available evidence regarding whatever request has been received from anybody to shut off water at my address.

3: Especially with finding that proper procedures and PA law has not been followed, full compensation for lost work, legal fees, service restoration fees, and other related costs, between \$300 and \$1300 as of time of filing.

4: Pay into a fine fund protecting the larger class of consumers harmed by the same or similar problems and providing clear disincentive to repeat violation. Class action (or PUC equivalent) status requested if hearing and evidence show it to be applicable.

5: Clarify their response phone number in their recording informing customers of pending shutoff, which is very hard to understand (I had to look it up separately).

**Note:** The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

**6. Protection From Abuse (PFA)**

**Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare?** The PUC needs this information to properly process your complaint so that your identity is not made public.

**Note:** You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

- YES  Individual most likely requesting shutoff was not an intimate partner or family member. Urgently obtained legal consultations 3/11/19 say PFA option therefore
- NO  appears to not be available, despite all other basis for obtaining one.

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

**7. Prior Utility Contact**

**a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?**

- YES
- NO

**Note:** If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

**b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?**

- YES
- NO

**Note:** You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

**c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.**

I have called the utility over 30 times today since receiving the shutoff notice saying they will cut off service in 3 days. All calls were during business hours but the utility wasn't answering/accepting calls. The message informing me of pending shutoff cites a few ways to avoid it: Medical emergency w/doctor's letter (how to present when they won't answer?), PFA (which multiple urgent quick-notice legal consultations say is not available), and having a formal complaint filed with the PUC, which they must have notice of prior to shutoff. The complaint is filed rapidly (as soon as printer, scanner, & PUC e-filing login credentials could be accessed) in an attempt to delay shutoff and mitigate already-costly damages.

**Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.**

**8. Legal Representation**

**If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer.** You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name Pro Se as of time of filing

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address (if known) \_\_\_\_\_

**Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.**

9. **Verification and Signature**

**You must sign your complaint.** Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept** it.

**Verification:**

I William Towne, 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).

William Towne 11 March 2019  
(Signature of Complainant) (Date)

N/A (self)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept** it.

10. **Two Ways to File Your Formal Complaint**

**Electronically.** You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

**Mail.** Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail 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 Formal Complaint for your records.

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**WILLIAM TOWNE,**

**Complainant.**

**v.**

**PITTSBURGH WATER AND SEWER  
AUTHORITY,**

**Respondent.**

Docket No. C-2019-3008437

**REPLY TO NEW MATTER**

**FILED ON BEHALF OF  
COMPLAINANT:  
WILLIAM TOWNE**



**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

WILLIAM TOWNE,

Complainant.

v.

PITTSBURGH WATER AND SEWER  
AUTHORITY,

Respondent.

Docket No. C-2019-3008437

**REPLY TO NEW MATTER**

FILED ON BEHALF OF  
COMPLAINANT:  
WILLIAM TOWNE

**REPLY TO NEW MATTER**

NOW COMES Complainant, William Towne, and sets forth this Reply to New Matter as required and noted in the Notice To Plead, responding to factual allegations contained therein.

**REPLY TO INTRODUCTION**

Complainant denies that "PWSA almost immediately corrected" effectively the shutoff notice that prompted this Complaint. Further, it is denied that "the Complainant did not first seek to speak to a PWSA representative before filing the Formal Complaint." The complaint specifically notes that Complainant attempted to do so over 30 times, all during business hours, but the utility wasn't answering/accepting calls. See also ¶5(3)2-3 and ¶17-18 below.

**REPLY TO NUMBERED PARAGRAPHS**

1-3. No response is required.

4. It is denied that the Authority rectified what it describes was an error as described.

Additional Responses (c-d) are also specifically disputed, as the Complaint **does** allege such violations by PWSA, especially of rules surrounding proper pre-shutoff notices.

5. It is denied that "the Complainant is not entitled to the requested relief." For example, one of the points of requested relief is to not terminate service, and another is to receive available information regarding any request to shut off water at Complainant's address, both of which Complainant is clearly entitled to. It is denied that this situation is accurately characterized as "One mistake, promptly corrected."

5(1). It is denied that "Complainant was never in danger of having his service shut off" based on information received directly from Respondent, as well as based on surrounding context with a serial attacker who had previously caused problems with other utility services. Complainant did not believe that he would have been in danger of **legitimate** disconnection of service, but from experience did not believe that to be relevant as to whether or not he was in practical danger of actual cutoff. This is because Complainant has repeatedly experienced issues with utility billing accuracy, and prior no-notice interruptions of utility services. Complainant had also been regularly hearing/reading news stories reporting wider problems with regulatory compliance and other aspects of management at PWSA. Receipt of the alleged correction call is denied, and even if attempted may have been not delivered depending on how the computer was set up to place calls and leave voicemail messages; Complainant was on the phone with an attorney at that time. Even if Respondent used an automated system in an attempt to leave a message, if the message played and call disconnected prior to the end of the voicemail greeting, it would not have been delivered.

5(2). See ¶6 below.

5(3). 52 Pa. Code §56.93b states that calls made to contact telephone numbers provided by the customer shall be deemed to be calls to the residence for the purposes of that section. In this case, Complainant does not have land-line phone service at his residence, and has provided

PWSA with a phone number that rings on his mobile device, to which the call informing Complainant of termination of service was routed.

5(3)1). Making a call the next day to the Authority to obtain further information would likely have been a feasible option if the Authority had provided Complainant with 10 days' written notice of impending shutoff (whether or not Complainant's inclusion in the list of customers to receive shutoff notices was legitimate) as required by 52 Pa. Code §56.91.

However, the Authority chose not to do this, and with only 3 days notice of pending shutoff the situation appeared much more urgent, with little time to complete paperwork which appeared necessary to stave off the shutoff (which often takes several days) and get that paperwork to the right individuals (which if mailing is required, takes a few days) to effectively avert a shutoff.

5(3)2-3). Respondent's automated message informing Complainant of pending shutoff did not list or mention the PUC's Bureau of Consumer Services or Office of Consumer Advocate at all, but instead (especially in combination with other available information) indicated that a **formal** complaint filed with the Public Utility Commission was needed to be able to stave off the near-immediate shutoff if a PFA could not be completed in time, and the formal complaint could only have that effect if properly filed before the shutoff date. Complainant assumed that either the filing of the complaint or PWSA getting notice of it might require mailing time between Pittsburgh and Harrisburg as part of the 3 available days, requiring great urgency in utilizing that formal channel. Complainant hoped that the delay in shutoff during proceedings would be made permanent by a PUC order blocking shutoff altogether, once it became evident that no amount was past due. Stated again for clarity, no mention of any Bureau of Consumer Services or Office of Consumer Advocate was mentioned in the list of options for how a shutoff might be delayed or avoided, nor are those steps required. Further, even if Complainant had known about these

organizations, attempting to go through their processes clearly would have taken more time than the three days available before shutoff, as noted on the final page of the PUC's formal complaint form in the statement requiring nonelectronic **paper mailing** for complaints in cases where less formal BCS inquiries had previously been filed. Thus, attempting to contact BCS appeared likely actively counterproductive to the goal of preventing a near-immediate shutoff.

5(3)4). A "fine fund" is a fund into which fines, or financial civil penalties, are paid. Where such amounts are paid into the Commonwealth of Pennsylvania's General Fund, that is the fund referred to in the requested relief. Such civil penalties are within the PUC's jurisdiction.

5(3)5). Complainant will play the recording before a PUC ALJ as evidentiary support in demonstration of his assertion that the Respondent's phone number (and certain other components of the message) are difficult to understand.

6. While the information contained in Respondent's ¶5(2) and ¶6 is, to the extent that the facts *implied* are accurate, responsive to Requested Relief part 2, ¶6 in the Complaint regarded the most likely facts given the evidence available to Complainant at the time of receiving the shutoff notice call.

7. If the Authority keeps detailed call records as its implied claim in ¶5(1), it should have sufficient information to admit the allegations. The Complainant is without sufficient information to admit or deny the new matter following the first sentence of this responsive paragraph and strict proof is demanded at the time of hearing in this matter.

Regardless of those facts within PWSA, the PUC needs to protect the public interest by demonstrating that it is worth it for utilities including but not limited to PWSA to make investments necessary to prevent shutoff notices from being sent to customers who should not be receiving them. The PUC's ruling in this case regarding the consequences of making

unwarranted shutoff calls and not answering inquiries received in response to those notices will set or signal the incentive structure which applies to public utilities in PA. The PUC's ruling in this case will be relevant to other utilities' decision-making regarding policies, technologies, and partnerships for the placement of shutoff notice calls, as well as for capacities which utilities could choose to implement to handle mistakes when they do not choose notification systems with sufficiently reliable accuracy to avoid these types of issues in the first place.

8-10. No response is required.

11. Admitted.

12. Four days after the shutoff notice, which gave notice of shutoff as early as 3 days from the message and stated it was valid for 60 days thereafter, Complainant's water service was significantly degraded, including severe reduction in water pressure indicating a partial shutoff of service. Later the next day, Complainant lifted the tap on his kitchen sink and found no water coming out at all, consistent with the shutoff PWSA had warned about, despite Complainant having filed a formal Complaint at the PUC and posted a notice on his door, partially readable from the water shutoff access point and even across the street, describing legal reasons why PWSA should not shut the water off, if it sent a representative to do so at that access point. This notice reduced Complainant's privacy in a way that tended to degrade perception of the Complainant's good standing in the community, but seemed better than having the water shut off in light of the worse consequences such a shutoff could have. Complainant had to pay a fee for a plumber to come restore service, including removal of a small, apparently metal, object that had come through and caused blockage in the supply line. Complainant believes that the degradation in service as well as the blockage were the Authority's doing, even if they were the unintentional results of construction work replacing service lines nearby in the neighborhood, or an intentional

response to the filing of this Complaint or other cause. The possibility of the construction-related cause is based on observations that the Authority had previously cut off the water supply at Complainant's address without notice during planned line maintenance, as did the natural gas supplier (twice), on separate occasions.

13. Admitted.

14. Complainant is uncertain regarding the truth of this allegation, given the available evidence and communication from the Authority. If it is true, Complainant requests that Respondent quickly consent to an enforceable order from the PUC prohibiting shutoff of the Complainant's service, to resolve a point PWSA appears to not be disputing the validity of, prior to a hearing in this case.

15. Complainant did incur fees for restoration of service as noted in ¶12 above. Additionally, Respondent sent a regular monthly email to Complainant on March 20, 2019 stating the amount which would be automatically debited from Complainant's account for an Auto Draft payment, reflecting the highest monthly water bill Complainant has ever received in Allegheny County with the sole exception of a month in which a burst pipe dropped ≈19,000 gallons of water into his home. Complainant has not filed any separate complaint regarding these higher charges because he does not wish to at all further increase his risk of shutoff due to lack of payment in full of all demanded amounts, and because reimbursements of extra costs related to this shutoff threat should already be covered by this already-filed case.

*See Trigg v. Middle Tenn. Elec. Membership Corp.*, 533 SW 2d 730 – (TN Court of Appeals, Middle Section 1975, Supreme Court Certorari Denied 1976) for a case in which a customer contesting just a \$1.51 later-payment fee on a utility bill they allegedly did not receive until after the relevant payment deadline led to shutoff of service and extensive damages which

the customer had specifically warned the utility about. Complainant wishes to avoid an experience similar to the Triggs'.

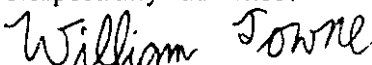
This effect of ensuring prompt payment in full for all demanded amounts, as well as Plaintiff's extra efforts to verify successful payment immediately upon receiving the shutoff notice, constitute effective use of the termination notice as a collection device with no other apparent legitimate purpose, in violation of 52 Pa. Code §56.99.

16. As discussed in ¶12 and ¶15, Plaintiff did incur such fees, and may be entitled to recovery of such charges, even if recovery by an order of the PUC may be limited due to constraints on the PUC's ability to award cost recovery to individual utility customers.

17. As noted in this paragraph, Complainant attempted over 30 times to speak with someone at PWSA by phone prior to the filing of this Formal Complaint. Complainant believes that these efforts satisfy relevant requirements prerequisite to the filing of a Complaint, and that no utility should be able to have complaints against it deemed invalid because of the utility's own refusal to answer dozens of calls from a Complainant customer attempting contact. Complainant further anticipated that the filing of this Complaint would initiate appropriate steps, including reply by Respondent, pursuant to PUC's process for complaint resolution.

18. The Complainant did not have sufficient time to reach a personal conversation with any member of the Commission on this topic before filing this Formal Complaint, but such a step is not required. The Complainant did contact the PUC to file this Complaint and for a small amount of additional pre-filing communication, such as gathering publicly available information needed to prepare and file the complaint reasonably correctly under the PUC's requirements.

Respectfully submitted,



William Towne

**VERIFICATION**

I, William Towne, 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).

*William Towne*

---

William Towne

DATE: April 21, 2019

**CERTIFICATE OF SERVICE**


I hereby certify that a true and correct copy of the within Reply to New Matter was mailed by First Class U.S. Mail, postage prepaid, to the following on Monday, the 22nd day of April, 2019, in addition to electronic service provided by the PUC's eFiling service.

Daniel Clearfield and/or Carl Shultz  
Eckert Seamans Cherin & Mellott, LLC  
213 Market St., 8<sup>th</sup> Floor  
Harrisburg, PA 17101

The PUC's eFiling system interface states that no paper filing is required in addition to the eFiling, and thus no paper copy has been sent to:

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, PA 17105-3265

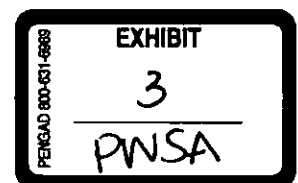
though I am willing to send a paper copy to Secretary Chiavetta upon further request.

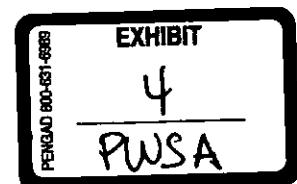
---

William Towne

THIS IS AN IMPORTANT MESSAGE FROM THE PITTSBURGH WATER AND SEWER AUTHORITY REGARDING TERMINATION OF YOUR WATER SERVICE. THIS NOTICE IS TO INFORM YOU THAT PWSA WILL BE SHUTTING OFF WATER SERVICE TO YOUR PROPERTY ON OR AFTER (THREE) 3 DAYS FROM THIS NOTICE FOR PAST DUE WATER AND/OR WASTEWATER CHARGES. IF YOU HAVE A MEDICAL EMERGENCY, PLEASE CALL OUR OFFICE IMMEDIATELY AT 412-255-2423 TO LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION THAT WOULD BE AGGRAVATED BY THE SHUT OFF OF SERVICE. WE WILL NOT SHUT OFF YOUR SERVICE DURING SUCH ILLNESS PROVIDED YOU HAVE A LICENSED PHYSICIAN, NURSE PRACTITIONER OR PHYSICIAN'S ASSISTANT CERTIFY IN WRITING THAT SUCH ILLNESS EXISTS AND THAT IT MAY BE AGGRAVATED IF YOUR SERVICE IS STOPPED; AND MAKE SOME EQUITABLE ARRANGEMENTS TO PAY YOUR BILL. YOU MAY CONTACT US BY CALLING 412-255-2423 OR VISIT OUR OFFICES IN PERSON AT 1200 PENN AVENUE, PITTSBURGH, PA, 15222. PLEASE HAVE YOUR LICENSED PHYSICIAN SEND A LETTER TO PWSA WITHIN (SEVEN) 7 DAYS VERIFYING THE MEDICAL CONDITION. IF YOU HAVE ANY QUESTIONS OR NEED MORE INFORMATION, CONTACT US AS SOON AS POSSIBLE AT 412-255-2423. AFTER YOU TALK WITH US, IF YOU ARE NOT SATISFIED, YOU MAY FILE A COMPLAINT WITH THE PENNSYLVANIA PUBLIC UTILITY COMMISSION BY CALLING 1-800-692-7380 OR BY WRITING THE PENNSYLVANIA PUBLIC UTILITY COMMISSION, POST OFFICE BOX 3265, HARRISBURG, PA, 17105-3265. THE PENNSYLVANIA PUBLIC UTILITY COMMISSION MAY DELAY THE SHUT OFF IF YOU FILE THE COMPLAINT **BEFORE** THE SHUT OFF DATE. SPECIAL PROTECTIONS ARE AVAILABLE FOR VICTIMS UNDER A PROTECTION FROM ABUSE ORDER, CUSTOMERS WITH A COURT ORDER THAT INDICATE ANY TYPE OF DOMESTIC VIOLENCE, AND CUSTOMERS WITH DISABILITIES. SPECIAL PROTECTIONS ARE ALSO AVAILABLE FOR TENANTS IF THE LANDLORD IS RESPONSIBLE FOR PAYING PWSA. CONTACT CUSTOMER SERVICE AT 412-255-2423 FOR ADDITIONAL INFORMATION. PLEASE NOTE: THIS NOTICE IS VALID FOR UP TO 60 DAYS. ALL ADULT OCCUPANTS WHOSE NAMES APPEAR ON THE MORTGAGE, DEED, OR LEASE ARE CONSIDERED THE "CUSTOMER" AND ARE RESPONSIBLE FOR PAYING THIS BILL. IF SERVICE IS SHUT OFF, ANY ADULT OCCUPANT WHO HAS BEEN LIVING AT THE PROPERTY MAY HAVE TO PAY ALL OR PORTIONS OF THIS BILL TO HAVE SERVICE RESTORED, PLUS A RECONNECTION FEE OF \$45.68 FOR SAME DAY OR \$25.38 FOR NEXT DAY RESTORATION.

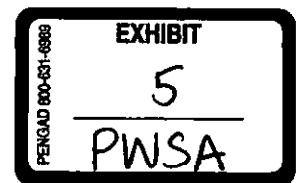


Account Number	Phone	Result	Duration	Date	Time
[REDACTED]	[REDACTED]	Answering Machine	0:30	3/11/2019	9:45:42 AM
[REDACTED]	[REDACTED]	Answering Machine	3:11	3/11/2019	9:42:59 AM
[REDACTED]	[REDACTED]	Answering Machine	3:05	3/11/2019	9:35:56 AM
[REDACTED]	[REDACTED]	Answering Machine	1:52	3/11/2019	9:34:27 AM
[REDACTED]	[REDACTED]	Answering Machine	3:06	3/11/2019	9:43:28 AM
[REDACTED]	[REDACTED]	Answering Machine	3:00	3/11/2019	9:51:22 AM
5046260	14122568236	Answering Machine	3:33	3/11/2019	9:45:46 AM
[REDACTED]	[REDACTED]	Answering Machine	2:17	3/11/2019	9:45:17 AM
[REDACTED]	[REDACTED]	Answering Machine	2:53	3/11/2019	9:47:20 AM
[REDACTED]	[REDACTED]	Answering Machine	3:06	3/11/2019	9:51:10 AM
[REDACTED]	[REDACTED]	Answering Machine	0:28	3/11/2019	9:43:27 AM
[REDACTED]	[REDACTED]	Answering Machine	3:01	3/11/2019	9:34:04 AM
[REDACTED]	[REDACTED]	Answering Machine	0:52	3/11/2019	9:33:37 AM
[REDACTED]	[REDACTED]	Answering Machine	3:02	3/11/2019	9:37:15 AM
[REDACTED]	[REDACTED]	Answering Machine	0:49	3/11/2019	9:41:10 AM
[REDACTED]	[REDACTED]	Answering Machine	0:31	3/11/2019	9:33:12 AM
[REDACTED]	[REDACTED]	Answering Machine	4:31	3/11/2019	9:53:40 AM
[REDACTED]	[REDACTED]	Answering Machine	0:32	3/11/2019	9:38:39 AM
[REDACTED]	[REDACTED]	Answering Machine	0:20	3/11/2019	9:40:43 AM
[REDACTED]	[REDACTED]	Answering Machine	2:57	3/11/2019	9:43:29 AM
[REDACTED]	[REDACTED]	Answering Machine	2:57	3/11/2019	9:42:10 AM
[REDACTED]	[REDACTED]	Answering Machine	0:30	3/11/2019	9:43:03 AM
[REDACTED]	[REDACTED]	Answering Machine	3:02	3/11/2019	9:43:32 AM
[REDACTED]	[REDACTED]	Answering Machine	0:33	3/11/2019	9:43:09 AM
[REDACTED]	[REDACTED]	Answering Machine	3:08	3/11/2019	9:46:16 AM
[REDACTED]	[REDACTED]	Answering Machine	3:03	3/11/2019	9:48:52 AM
[REDACTED]	[REDACTED]	Answering Machine	0:30	3/11/2019	9:46:18 AM
[REDACTED]	[REDACTED]	Answering Machine	2:46	3/11/2019	9:43:06 AM
[REDACTED]	[REDACTED]	Answering Machine	0:30	3/11/2019	9:39:35 AM
[REDACTED]	[REDACTED]	Answering Machine	1:35	3/11/2019	9:44:27 AM
[REDACTED]	[REDACTED]	Answering Machine	3:18	3/11/2019	9:38:51 AM
[REDACTED]	[REDACTED]	Answering Machine	2:55	3/11/2019	9:43:38 AM
[REDACTED]	[REDACTED]	Answering Machine	2:57	3/11/2019	9:33:36 AM





THIS IS AN IMPORTANT MESSAGE FROM THE PITTSBURGH WATER AND SEWER AUTHORITY ABOUT A CALL YOU RECEIVED THIS MORNING CONCERNING A WATER SHUTOFF AT YOUR PROPERTY. THIS CALL WAS PLACED IN ERROR. PLEASE DISREGARD THIS MESSAGE. WE REPEAT, PLEASE DISREGARD THIS MESSAGE. WE ARE WORKING TO ENSURE IT WILL NOT HAPPEN AGAIN. WE SINCERELY APOLOGIZE FOR THE INCONVENIENCE AND CONFUSION THIS HAS CAUSED.

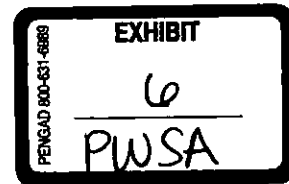


Penn Liberty Plaza I  
1200 Penn Avenue  
Pittsburgh PA 15222

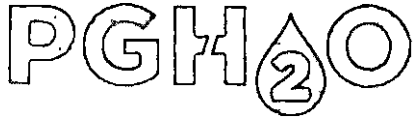
info@pgh2o.com  
T 412.255.2423  
F 412.255.2475

www.pgh2o.com  
@pgh2o

Customer Service /  
Emergencies:  
412.255.2423



Account Number	Phone	Result	Duration	Date	Time
[REDACTED]	[REDACTED]	Answering Machine	0:38	3/11/2019	11:05:55 AM
[REDACTED]	[REDACTED]	Answering Machine	0:38	3/11/2019	11:05:55 AM
[REDACTED]	[REDACTED]	Live Answer	0:37	3/11/2019	11:05:55 AM
[REDACTED]	[REDACTED]	Answering Machine	0:15	3/11/2019	11:05:55 AM
[REDACTED]	[REDACTED]	Answering Machine	0:31	3/11/2019	11:05:55 AM
[REDACTED]	[REDACTED]	Answering Machine	0:25	3/11/2019	11:05:55 AM
5046260	14122568236	Answering Machine	0:57	3/11/2019	11:05:55 AM
[REDACTED]	[REDACTED]	Answering Machine	0:42	3/11/2019	11:05:55 AM
[REDACTED]	[REDACTED]	Answering Machine	0:41	3/11/2019	11:05:55 AM
[REDACTED]	[REDACTED]	Answering Machine	0:43	3/11/2019	11:05:55 AM
[REDACTED]	[REDACTED]	Answering Machine	0:34	3/11/2019	11:05:55 AM
[REDACTED]	[REDACTED]	Answering Machine	0:36	3/11/2019	11:05:55 AM
[REDACTED]	[REDACTED]	No Answer		3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	No Answer		3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	No Answer		3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	No Answer		3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:39	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:24	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:17	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Live Answer	0:19	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:36	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Live Answer	0:31	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:34	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:31	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:24	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:37	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:33	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:34	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:43	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:44	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:44	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:44	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:34	3/11/2019	11:05:56 AM
[REDACTED]	[REDACTED]	Answering Machine	0:43	3/11/2019	11:05:56 AM



[PAY YOUR BILL](#)

[REPORT A PROBLEM](#)



Search...

GO

[HOME](#)

[WHO WE ARE](#)

[WHAT WE DO](#)

[CUSTOMERS](#)

[DEVELOPERS](#)

[BUSINESS](#)

[MEDIA](#)

[LEARNING CENTER](#)

## Press Release

1 of 1

Recommend 0

### Clarification on Automated Water Shutoff Phone Message

**Pittsburgh, PA** - This morning, an automated call from the Pittsburgh Water and Sewer Authority was placed to some customers in error. The call message was related to water service shut offs due to non-payment. Customers who received this call should disregard the message.

PWSA is working to identify the cause of the error. We sincerely apologize for the inconvenience and confusion caused by the call and are working to ensure that it will not happen again. Customers who received the initial call will receive a follow-up call clarifying the error and to disregard the first call.

#### Published

Monday, March 11, 2019

#### Tools

#### Media

[Press Releases](#)

[Media Kit](#)

[Newsletters](#)

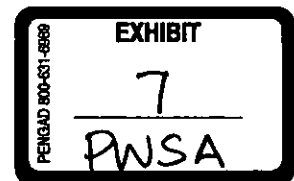
[Project Info](#)

[Annual Reports](#)

[PWSA Community Meetings](#)

#### About PWSA

The Pittsburgh Water and Sewer Authority (PWSA) is the largest combined water, sewer and stormwater authority in Pennsylvania, serving 300,000 consumers throughout the City of Pittsburgh and surrounding areas.





Customer Name  
WILLIAM B TOWNE

Account Number  
5046260-1167042

Service Address  
4243 GLEN LYTLE RD

Billing Date Due Date Page  
03/19/2019 04/08/2019 1 of 2

Account Summary - Monthly Bill

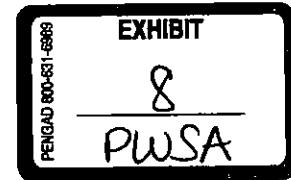
Prior Balance	Payments & Adj.	Balance Forward	New Charges	Total Amount Due
\$ 68.73	\$ 68.73	\$ 0.00	\$ 72.12	\$ 72.12

Message Center

The PWSA rate increase recently approved by the Pennsylvania Public Utility Commission is effective March 1, 2019. This increase in water and wastewater conveyance charges will be prorated.

Previous Activity

Previous Balance .....	68.73	
Payment - 03/10/2019 - Thank You.....	-68.73	
<b>Current Activity - PWSA Charges</b>		
Water Consumption Charge .....	35.50	
Sewer System Maintenance.....	15.18	
<b>SubTotal</b>		<b>\$ 50.68</b>
<b>Current Activity - ALCOSAN Charges</b>		
Sewage Treatment.....	21.44	
Surcharge - BOD.....	0.00	
<b>SubTotal</b>		<b>\$ 21.44</b>
<b>Total Current Charges</b>		<b>\$ 72.12</b>
<b>Total Amount Due</b>		<b>\$ 72.12</b>



PWSA-BS-02

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT



Penn Liberty Plaza I  
1200 Penn Avenue  
Pittsburgh, PA 15222

MONTHLY BILL

Account Number  
5046260-1167042

Due Date	Total Amount Due
04/08/2019	\$ 72.12

Amount Enclosed

\$

Make check payable to: PWSA  
and mail to address on back.

WILLIAM B TOWNE  
4243 GLEN LYTLE RD  
PITTSBURGH PA 15217-2815

1863

5046260116704204082019100000072129



How to Reach us...

The Pittsburgh Water and Sewer Authority
Penn Liberty Plaza I
1200 Penn Avenue
Pittsburgh, PA 15222

Customer Service:
Monday through Friday
8:00 a.m. - 6:00 p.m.
412-255-2423
412-255-2475 fax

Emergency Services:
24 hours a day, 7 days a week
412-255-2423 - Menu Option # 1

Email us at:
info@pgh2o.com

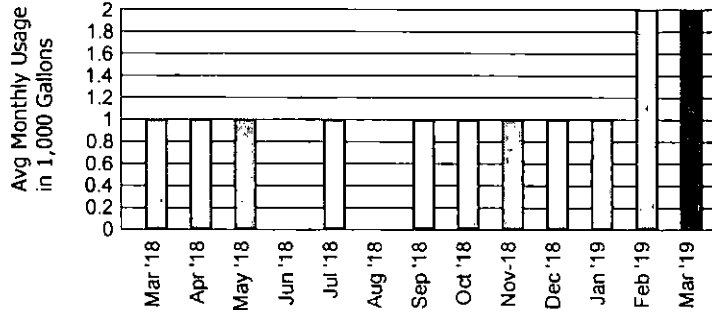
Visit us on the web at
www.pgh2o.com

Billing Inquiries:
All questions concerning your bill should be
registered prior to the due date. Any
charges not paid by the due date are subject
to late fees and other collection activity.
Water and Wastewater charges become a
lien against the property, and if not paid,
could result in an interruption of service.
Any disputed charge on this bill must be
submitted in writing to PWSA within 90 days.
All unpaid charges more than 90 days past
due will be placed with Jordan Tax Service,
Inc. (JTS) for collection. JTS can be reached
at 412-835-5243 OPTION 4. For additional
information, please visit our website at
www.pgh2o.com.

Account Number
5046260-1167042

Service Address
4243 GLEN LYTTLE RD

Water Usage History



Meter Readings (in thousands of gallons)

Table with columns: Readings, Read Type, Read Date. Includes entries for Current Read (1200), Previous Read (1198), and Total Usage (2).



PAY CASH AT PARTICIPATING FAMILY DOLLAR OR 7-ELEVEN STORES

\$1.49 PayNearMe convenience fee will be added. Bring this notice with you to make payment. Visit www.paynearme.com for a list of participating locations near you

Family Dollar Team Member Instructions

- 1. Scan barcode below
2. Key in amount customer wants to pay and press Total
3. Collect payment from customer
4. Tender the transaction
5. Provide customer with receipt
Cashier: For assistance call CCTS at 866-377-6420

7-Eleven Sales Associate Instructions

- 1. Ask customer amount to load
2. Press LOAD button
3. Scan barcode and collect payment
4. Return Payslip and provide receipt
Customers or Sales associates call (888)-714-0004 for help 24/7

LOAD LIKE A GIFT CARD



PayNearMe is a trademark of PayNearMe, Inc. patents pending. Subject to terms of use at www.paynearme.com



Other convenient ways to pay:

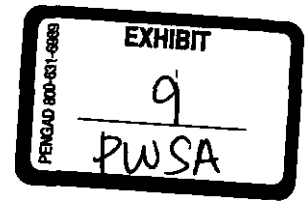
- One time payments by visiting www.pgh2o.com
Go Green, make payments for free, view bills, manage account
Sign up for ebilling today.

PLEASE MAIL TO BELOW ADDRESS.



PWSA
PO Box 747055
PITTSBURGH PA 15274-7055

Pay by telephone 412-255-2423 option 2.



Pittsburgh Water & Sewer Authority  
 5046260 4243 GLEN LYTLE RD PITTSBURGH PA 15217-2815  
 1167042 WILLIAM B TOWNE

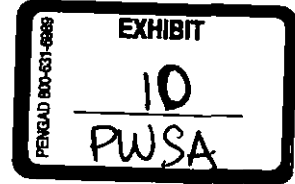
Location  
 Customer

Date	Activity	Transaction	Consumption	Amount	Balance	Notes
1/20/2020	Bill	BILL00015920704	1	\$49.50	\$49.50	
1/6/2020	Payment	PYMT00006954844		(\$49.05)	\$0.00	
12/17/2019	Bill	BILL00015764725	1	\$49.05	\$49.05	
12/9/2019	Payment	PYMT00006863834		(\$75.46)	\$0.00	
11/19/2019	Bill	BILL00015647024	2	\$75.46	\$75.46	
11/7/2019	Payment	PYMT00006764166		(\$49.05)	\$0.00	
10/18/2019	Bill	BILL00015486217	1	\$49.05	\$49.05	
10/8/2019	Payment	PYMT00006667769		(\$49.05)	\$0.00	
9/18/2019	Bill	BILL00015345420	1	\$49.05	\$49.05	
9/7/2019	Payment	PYMT00006569590		(\$49.05)	\$0.00	
8/18/2019	Bill	BILL00015174351	1	\$49.05	\$49.05	
8/7/2019	Payment	PYMT00006472918		(\$49.05)	\$0.00	
7/18/2019	Bill	BILL00014992751	1	\$49.05	\$49.05	
7/9/2019	Payment	PYMT00006376730		(\$49.05)	\$0.00	
6/19/2019	Bill	BILL00014833266	1	\$49.05	\$49.05	
6/5/2019	Payment	PYMT00006274563		(\$49.05)	\$0.00	
5/16/2019	Bill	BILL00014529122	1	\$49.05	\$49.05	
5/7/2019	Payment	PYMT00006179047		(\$49.05)	\$0.00	
4/17/2019	Bill	BILL00014298125	1	\$49.05	\$49.05	
4/8/2019	Payment	PYMT00006080624		(\$72.12)	\$0.00	
3/19/2019	Bill	BILL00014065308	2	\$72.12	\$72.12	
3/10/2019	Payment	PYMT00005981575		(\$68.73)	\$0.00	*Formal Complaint submitted 3/11/2019
2/18/2019	Bill	BILL00013817132	2	\$68.73	\$68.73	
2/6/2019	Payment	PYMT00005877373		(\$43.96)	\$0.00	
1/17/2019	Bill	BILL00013562612	1	\$43.96	\$43.96	
1/7/2019	Payment	PYMT0000577643		(\$43.58)	\$0.00	
12/18/2018	Bill	BILL00013330530	1	\$43.58	\$43.58	
12/9/2018	Payment	PYMT00005680198		(\$43.58)	\$0.00	
11/19/2018	Bill	BILL00013056838	1	\$43.58	\$43.58	
11/6/2018	Payment	PYMT00005587034		(\$43.58)	\$0.00	
10/17/2018	Bill	BILL00012814312	1	\$43.58	\$43.58	
10/7/2018	Payment	PYMT00005484368		(\$43.58)	\$0.00	
9/17/2018	Bill	BILL00012603385	1	\$43.58	\$43.58	
9/8/2018	Payment	PYMT00005389981		(\$36.16)	\$0.00	
8/19/2018	Bill	BILL00012368238		\$36.16	\$36.16	
8/7/2018	Payment	PYMT00005289588		(\$43.58)	\$0.00	
7/18/2018	Bill	BILL00012143738	1	\$43.58	\$43.58	
7/8/2018	Payment	PYMT00005185652		(\$36.16)	\$0.00	

6/18/2018 Bill	BILL00011932754		\$36.16	\$36.16	
6/6/2018 Payment	PYMT00005088212		(\$43.58)	\$0.00	
5/17/2018 Bill	BILL00011724196	1	\$43.58	\$43.58	
5/7/2018 Payment	PYMT00004992702		(\$43.58)	\$0.00	
4/17/2018 Bill	BILL00011506882	1	\$43.58	\$43.58	
4/5/2018 Payment	PYMT00004891240		(\$43.58)	\$0.00	*PUC Jurisdiction over PWSA begins 4/1/2018
3/16/2018 Bill	BILL00011308626	1	\$43.58	\$43.58	
3/10/2018 Payment	PYMT00004795526		(\$43.58)	\$0.00	
2/18/2018 Bill	BILL00011102404	1	\$43.58	\$43.58	
2/6/2018 Payment	PYMT00004693856		(\$31.91)	\$0.00	
1/17/2018 Bill	BILL00010899556		\$31.91	\$31.91	
1/7/2018 Payment	PYMT00004586689		(\$36.26)	\$0.00	
12/18/2017 Bill	BILL00010677743	1	\$36.26	\$36.26	
12/9/2017 Payment	PYMT00004498911		(\$36.26)	\$0.00	
11/19/2017 Bill	BILL00010464850	1	\$36.26	\$36.26	
11/5/2017 Payment	PYMT00004393569		(\$29.35)	\$0.00	
10/16/2017 Bill	BILL00010251656		\$29.35	\$29.35	
10/8/2017 Payment	PYMT00004300588		(\$36.26)	\$0.00	
9/18/2017 Bill	BILL00010023375	1	\$36.26	\$36.26	
9/5/2017 Payment	PYMT00004199471		(\$36.26)	\$0.00	
8/16/2017 Bill	BILL00009807496	1	\$36.26	\$36.26	
8/7/2017 Payment	PYMT00004104261		(\$29.35)	\$0.00	
7/18/2017 Bill	BILL00009562348		\$29.35	\$29.35	
7/8/2017 Payment	PYMT00004012841		(\$54.97)	\$0.00	
6/18/2017 Bill	BILL00009361075	2	\$54.97	\$54.97	
6/5/2017 Payment	PYMT00003910291		(\$29.35)	\$0.00	
5/16/2017 Bill	BILL00009135689		\$29.35	\$29.35	
5/9/2017 Payment	PYMT00003825228		(\$36.26)	\$0.00	
4/19/2017 Bill	BILL00008950692	1	\$36.26	\$36.26	
4/11/2017 Payment	PYMT00003732532		(\$29.35)	\$0.00	
3/22/2017 Bill	BILL00008746014		\$29.35	\$29.35	
3/12/2017 Payment	PYMT00003637699		(\$54.97)	\$0.00	
2/20/2017 Bill	BILL00008520501	2	\$54.97	\$54.97	
2/9/2017 Payment	PYMT00003537396		(\$27.78)	\$0.00	
1/20/2017 Bill	BILL00008324095		\$27.78	\$27.78	
1/9/2017 Payment	PYMT00003435613		(\$32.63)	\$0.00	
12/20/2016 Bill	BILL00008114964	1	\$32.63	\$32.63	
12/11/2016 Payment	PYMT00003347301		(\$32.63)	\$0.00	
11/21/2016 Bill	BILL00007899537	1	\$32.63	\$32.63	
11/6/2016 Payment	PYMT00003246204		(\$32.63)	\$0.00	
10/17/2016 Bill	BILL00007661545	1	\$32.63	\$32.63	
10/8/2016 Payment	PYMT00003160507		(\$32.63)	\$0.00	
9/18/2016 Bill	BILL00007413119	1	\$32.63	\$32.63	
9/3/2016 Payment	PYMT00003074492		(\$26.40)	\$0.00	
8/14/2016 Bill	BILL00007174879		\$26.40	\$26.40	

8/9/2016 Payment	PYMT00002996967		(\$32.63)	\$0.00	
7/20/2016 Bill	BILL00006990283	1	\$32.63	\$32.63	
7/9/2016 Payment	PYMT00002918472		(\$32.10)	\$0.00	
6/19/2016 Bill	BILL00006785305	1	\$32.63	\$32.10	
6/15/2016 Payment	PYMT00002852748		(\$26.40)	(\$0.53)	
6/8/2016 Payment	PYMT00002832178		(\$0.53)	\$25.87	
5/26/2016 Bill	BILL00006598736		\$26.40	\$26.40	
5/24/2016 Payment	PYMT00002797354		(\$32.90)	\$0.00	
5/4/2016 Bill	BILL00006468207	1	\$32.63	\$32.90	
5/3/2016 PWSA Interest	PNLT00001463858		\$0.01	\$0.27	
5/3/2016 PWSA Interest	PNLT00001463857		\$0.04	\$0.26	
5/3/2016 PWSA Interest	PNLT00001463856		\$0.09	\$0.22	
5/3/2016 PWSA Interest	PNLT00001463855		\$0.13	\$0.13	
5/2/2016 Payment	PYMT00002739291		(\$32.63)	\$0.00	
4/12/2016 Bill	BILL00006331370	1	\$32.63	\$32.63	
4/2/2016 Payment	PYMT00002661408		(\$32.63)	\$0.00	
3/13/2016 Bill	BILL00006140142	1	\$32.63	\$32.63	
3/11/2016 Bill - Void	BILL00006035288	1	(\$32.63)	\$0.00	*Date three years prior to formal complaint
2/29/2016 Bill	BILL00006035288	1	\$32.63	\$32.63	
2/18/2016 Payment	PYMT00002549706		(\$31.63)	\$0.00	
1/29/2016 Bill	BILL00005778659	1	\$31.63	\$31.63	
1/13/2016 Payment	PYMT00002464867		(\$30.20)	\$0.00	
12/24/2015 Bill	BILL00005537321	1	\$30.46	\$30.20	
12/21/2015 P&I REMOVAL CREDIT	MISC00002211998		(\$0.26)	(\$0.26)	
12/14/2015 Payment	PYMT00002399182		(\$30.72)	\$0.00	
11/24/2015 Bill	BILL00005297130	1	\$30.46	\$30.72	
11/18/2015 Payment	PYMT00002328017		(\$30.46)	\$0.26	
11/18/2015 PWSA Interest	PNLT00001069061		\$0.01	\$30.72	
11/18/2015 PWSA Interest	PNLT00001069060		\$0.04	\$30.71	
11/18/2015 PWSA Interest	PNLT00001069059		\$0.08	\$30.67	
11/18/2015 PWSA Interest	PNLT00001069058		\$0.13	\$30.59	
10/28/2015 Bill	BILL00005066106	1	\$30.46	\$30.46	
10/20/2015 Payment	PYMT00002243807		(\$30.46)	\$0.00	
9/19/2015 Bill	BILL00004847295	1	\$30.46	\$30.46	
9/16/2015 Payment	PYMT00002158417		(\$30.46)	\$0.00	
8/26/2015 Bill	BILL00004636337	1	\$30.46	\$30.46	
8/19/2015 Payment	PYMT00002088107		(\$46.32)	\$0.00	
7/29/2015 Bill	BILL00004445134	2	\$46.32	\$46.32	
7/20/2015 Payment	PYMT00002010793		(\$30.46)	\$0.00	
6/29/2015 Bill	BILL00004227621	1	\$30.46	\$30.46	
6/24/2015 Payment	PYMT00001941676		(\$46.32)	\$0.00	
6/5/2015 Bill - Void	BILL00003972771	2	(\$46.32)	\$46.32	
5/29/2015 Bill	BILL00004015490	2	\$46.32	\$92.64	
5/29/2015 Bill	BILL00003972771	2	\$46.32	\$46.32	
5/21/2015 Payment	PYMT00001861610		(\$46.32)	\$0.00	

4/30/2015 Bill	BILL00003698382	2	\$46.32	\$46.32
4/21/2015 Payment	PYMT00001781458		(\$46.32)	\$0.00
3/31/2015 Bill	BILL00003514299	2	\$46.32	\$46.32
3/18/2015 Payment	PYMT00001688526		(\$62.18)	\$0.00
2/25/2015 Bill	BILL00003299755	3	\$62.18	\$62.18
2/18/2015 Payment	PYMT00001600450		(\$29.69)	\$0.00
1/28/2015 Bill	BILL00003139603	1	\$29.69	\$29.69
1/20/2015 Payment	PYMT00001503221		(\$28.07)	\$0.00
12/30/2014 Bill	BILL00002972281	1	\$28.07	\$28.07
12/16/2014 Payment	PYMT00001410410		(\$28.07)	\$0.00
11/25/2014 Bill	BILL00002740875	1	\$28.07	\$28.07
11/19/2014 Payment	PYMT00001318088		(\$28.07)	\$0.00
10/29/2014 Bill	BILL00002496345	1	\$28.07	\$28.07
10/21/2014 Payment	PYMT00001232509		(\$43.16)	\$0.00
9/30/2014 Bill	BILL00002208233	2	\$43.16	\$43.16
9/18/2014 Payment	PYMT00001127534		(\$23.02)	\$0.00
8/29/2014 Bill	BILL00001998384		\$23.02	\$23.02
8/20/2014 Payment	PYMT00001028835		(\$28.07)	\$0.00
7/31/2014 Bill	BILL00001850511	1	\$28.07	\$28.07
7/17/2014 Payment	PYMT00000931104		(\$43.16)	\$0.00
6/27/2014 Bill	BILL00001597735	2	\$43.16	\$43.16
6/18/2014 Payment	PYMT00000840548		(\$28.07)	\$0.00
5/29/2014 Bill	BILL00001399060	1	\$28.07	\$28.07
5/18/2014 Payment	PYMT00000737293		(\$28.07)	\$0.00
4/28/2014 Bill	BILL00001231934	1	\$28.07	\$28.07
4/15/2014 Payment	PYMT00000639563		(\$28.07)	\$0.00
3/26/2014 Bill	BILL00001027886	1	\$28.07	\$28.07
3/19/2014 Payment	PYMT00000561351		(\$28.07)	\$0.00
2/26/2014 Bill	BILL00000826165	1	\$28.07	\$28.07
2/18/2014 Payment	PYMT00000455286		(\$27.28)	\$0.00
1/28/2014 Bill	BILL00000637016	1	\$27.28	\$27.28
1/21/2014 Payment	PYMT00000381706		(\$20.77)	\$0.00
12/30/2013 Bill	BILL00000438371		\$20.77	\$20.77
12/16/2013 Payment	PYMT00000239674		(\$13.20)	\$0.00
12/6/2013 Payment	PYMT00000209069		(\$0.20)	\$13.20
11/26/2013 Bill	BILL00000254597	2	\$38.49	\$13.40
11/14/2013 Payment	PYMT00000173918		(\$50.38)	(\$15.09)
10/24/2013 Penalty Beginning Balance	MISC00001342903		\$0.20	\$25.29
10/24/2013 Period Beginning Balance	MISC00001342902		\$2.72	\$25.09
10/24/2013 Period Beginning Balance	MISC00001342901		\$15.03	\$22.37
10/24/2013 Period Beginning Balance	MISC00001342900		\$7.34	\$7.34



DEVICE 800915355  
 ACCOUNT 50462601167042  
 RADIO 80945866  
 CUSTOMER WILLIAM B TOWNE  
 LOCATION 4243 Glen Lytle Rd Pittsburgh PA 15217  
 PROCESSED DATE/TIME Aug 24, 2019 10:41:27 AM  
 UPLOADED DATE/TIME Aug 24, 2019 6:03:34 AM  
 DATE RANGE 03/10/2019 - 03/12/2019

Metric	Time	Read	Quality	Bin	Flags	Source	Type
DeliveredGallons	03/12/19 21:00:00	1200000	Raw			PWSA-IntervalReport.20190312220004-001.csv;344	Reads
DeliveredGallons	03/12/19 16:00:00	1200000	Raw			PWSA-IntervalReport.20190312170004-000.csv;24325	Reads
DeliveredGallons	03/12/19 13:00:00	1200000	Raw			PWSA-IntervalReport.20190312140002-001.csv;184	Reads
DeliveredGallons	03/12/19 05:00:00	1200000	Raw			PWSA-IntervalReport.20190312060001-001.csv;309	Reads
DeliveredGallons	03/12/19 01:00:00	1200000	Raw			PWSA-IntervalReport.20190312020002-001.csv;106	Reads
DeliveredGallons	03/12/19 00:00:00	1200000	Raw			PWSA-IntervalReport.20190312020002-001.csv;106	Reads
DeliveredGallons	03/11/19 21:00:00	1199000	Raw			PWSA-IntervalReport.20190311220002-001.csv;281	Reads
DeliveredGallons	03/11/19 17:00:00	1199000	Raw			PWSA-IntervalReport.20190311180007-000.csv;24167	Reads
DeliveredGallons	03/11/19 12:00:00	1199000	Raw			PWSA-IntervalReport.20190311130003-001.csv;27	Reads
DeliveredGallons	03/11/19 08:00:00	1199000	Raw			PWSA-IntervalReport.20190311090004-000.csv;24070	Reads
DeliveredGallons	03/11/19 01:00:00	1199000	Raw			PWSA-IntervalReport.20190311020001-001.csv;1252	Reads
DeliveredGallons	03/11/19 00:00:00	1199000	Raw			PWSA-IntervalReport.20190311020001-001.csv;1252	Reads
DeliveredGallons	03/10/19 20:00:00	1199000	Raw			PWSA-IntervalReport.20190310210004-001.csv;143	Reads
DeliveredGallons	03/10/19 17:00:00	1199000	Raw			PWSA-IntervalReport.20190310180003-000.csv;23976	Reads
DeliveredGallons	03/10/19 13:00:00	1199000	Raw			PWSA-IntervalReport.20190310140002-000.csv;24124	Reads
DeliveredGallons	03/10/19 08:00:00	1199000	Raw			PWSA-IntervalReport.20190310090004-001.csv;317	Reads
DeliveredGallons	03/10/19 04:00:00	1199000	Raw			PWSA-IntervalReport.20190310050002-001.csv;981	Reads
DeliveredGallons	03/10/19 00:00:00	1199000	Raw			PWSA-IntervalReport.20190310010004-003.csv;290	Reads

Pop-up window when PWSA accesses account #5046260-1167042 for water and wastewater service at 4243 Glen Lytle Road:

Messages - PWSA (JQuigley)

OK    Cancel    File    Tools    Help    Open Note

Actions   File   Tools   Help

<u>Customer</u>	1167042	WILLIAM B TOWNE
<u>Location</u>	5046260	4243 GLEN LYTLE RD PITTSBURGH PA US 15217-2815

Active    History

Message	Effective From	User	Effective To
Service Category	Amount	Case Number	Comment
Caller Must Provide Access Code Found In Notes To Discuss Account	3/19/2019	BSchacht2	0/0/0000
	0/0/0000		0/0/0000

PYMT00006863834   TS75.461   Check

