

PENNSYLVANIA AMERICAN WATER ACCOUNT STATEMENT

Customer:

Address:
Act. No.:

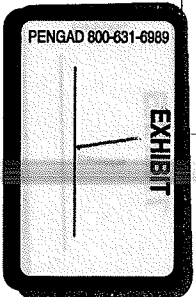
SVC TO	DAYS	MTR RDG	TYPE	CONS	ADC	WATER AMT	DUE DATE	LPC	PAYMENT	DATE	BALANCE	COMMENTS
6/22/2020	35	703	A	18,400	625.71	\$234.15	7/16/2020		\$117.98	6/10/2020	\$234.15	
									\$0.00		\$0.00	
5/18/2020	28	519	A	8,600	307.14	\$117.98	6/11/2020		\$87.14	5/5/2020	\$117.98	
									\$0.00		\$0.00	
4/20/2020	32	433	A	6,000	187.50	\$87.14	5/14/2020		\$73.69	4/6/2020	\$87.14	
									\$0.00		\$0.00	
3/19/2020	29	373	A	4,900	168.97	\$73.69	4/14/2020		\$64.26	3/10/2020	\$73.69	
									\$0.00		\$0.00	
2/19/2020	28	324	A	4,100	146.43	\$64.26	3/13/2020		\$76.05	2/4/2020	\$64.26	
									\$0.00		\$0.00	
1/22/2020	33	283	A	5,100	154.55	\$76.05	2/18/2020		\$70.23	1/15/2020	\$76.05	
									\$0.00		\$0.00	
12/20/2019	29	232	A	4,700	162.07	\$70.23	1/15/2020		\$79.32	12/9/2019	\$70.23	
									\$0.00		\$0.00	
11/21/2019	30	185	A	5,700	190.00	\$81.84	12/17/2019		\$89.00	11/11/2019	\$79.32	
									\$0.00		\$0.00	
10/22/2019	32	128	A	6,100	190.63	\$86.48	11/15/2019		\$56.62	10/17/2019	\$89.00	
									\$0.00		\$0.00	
9/20/2019	30	67	A	3,500	116.67	\$56.62	10/16/2019		\$65.93	9/11/2019	\$56.62	
									\$0.00		\$0.00	
8/21/2019	33	32	A	4,400	133.33	\$65.93	9/13/2019		\$48.73	8/7/2019	\$65.93	METER CHANGE IN O A
									\$0.00		\$0.00	METER CHANGE OUT 4644 E
7/19/2019	29	4644	E	2,900	100.00	\$48.73	8/19/2019		\$48.53	7/17/2019	\$48.73	
									\$0.00		\$0.00	
6/20/2019	30	4615	E	2,900	96.67	\$48.53	7/19/2019		\$47.39	6/6/2019	\$48.53	
									\$0.00		\$0.00	
5/21/2019	29	4586	E	2,800	96.55	\$47.39	6/17/2019		\$36.04	5/14/2019	\$47.39	
									\$0.00		\$0.00	
4/22/2019	33	4568	A	1,900	57.58	\$37.11	5/17/2019		\$35.00	4/5/2019	\$36.04	
									\$0.00		\$0.00	
3/20/2019	27	4539	A	1,800	66.67	\$35.88	4/15/2019		\$52.63	3/14/2019	\$35.00	
									\$0.00		\$0.00	
2/21/2019	29	4521	A	3,100	106.90	\$50.68	3/19/2019		\$63.21	2/13/2019	\$52.63	
									\$0.00		\$0.00	
1/23/2019	34	4490	A	4,200	123.53	\$63.21	2/19/2019		\$58.65	1/26/2019	\$63.21	
									\$0.00		\$0.00	
12/20/2018	29	4448	A	3,800	131.03	\$58.65	1/15/2019		\$36.57	12/6/2018	\$58.65	
									\$0.00		\$0.00	
11/21/2018	30	4410	A	2,100	70.00	\$39.30	12/20/2018		\$50.00	11/12/2018	\$36.57	
									\$0.00		\$0.00	
10/22/2018	28	4389	A	2,800	100.00	\$47.27	11/14/2018		\$46.45	10/12/2018	\$50.00	
									\$0.00		\$0.00	
9/24/2018	34	4361	A	2,900	85.29	\$48.40	10/17/2018		\$49.22	9/6/2018	\$46.45	
									\$0.00		\$0.00	
8/21/2018	29	4332	A	2,800	96.55	\$47.27	9/13/2018		\$51.82	8/6/2018	\$49.22	
									\$0.00		\$0.00	

TYPE CODES:

- A - ACTUAL
- E - ESTIMATE
- M - MANUAL
- K - ADJUSTED READING
- S - SERVICE ORDER
- D - RADIO FREQUENCY

IA - INITIAL (ACTUAL)

FA - FINAL (ACTUAL)
FE - FINAL (ESTIMATE)



Customer Address:
Acct. No.:

SVC TO	DAYS	MTR RDG	TYPE	CONS	ADC	WATER AMT	DUE DATE	LPC	PAYMENT	DATE	BALANCE	COMMENTS
7/23/2018	32	4304	A	3,200	100.00	\$51.82	8/16/2018		\$26.50	7/13/2018	\$51.82	
6/21/2018	31	4272	A	3,000	96.77	\$53.25	7/17/2018		\$80.00	6/18/2018	\$26.50	
5/21/2018	31	4242	A	3,000	96.77	\$53.25	6/14/2018		\$55.69	5/14/2018	\$0.00	
4/20/2018	31	4212	A	3,200	103.23	\$55.69	5/15/2018		\$47.04	4/16/2018	\$0.00	
3/20/2018	27	4180	A	2,500	92.59	\$47.04	4/13/2018		\$37.27	3/9/2018	\$0.00	
2/21/2018	29	4155	A	1,700	58.62	\$37.27	3/16/2018		\$65.87	2/19/2018	\$0.00	
1/23/2018	33	4138	A	4,300	130.30	\$65.87	2/15/2018		\$34.62	1/18/2018	\$0.00	
12/21/2017	30	4095	A	1,700	56.67	\$34.62	1/16/2018		\$31.35	12/14/2017	\$0.00	
11/21/2017	32	4078	A	1,400	43.75	\$31.35	12/14/2017		\$31.35	11/16/2017	\$0.00	
10/20/2017	28	4064	A	1,400	50.00	\$31.35	11/14/2017		\$59.66	10/13/2017	\$0.00	
9/22/2017	32	4050	A	4,000	125.00	\$59.66	10/17/2017		\$38.97	9/13/2017	\$0.00	
8/21/2017	28	4010	A	2,100	75.00	\$38.97	9/13/2017		\$46.23	8/10/2017	\$0.00	
7/24/2017	33	3989	A	2,700	81.82	\$45.50	8/16/2017	\$0.73	\$97.18	7/18/2017	\$0.73	
6/21/2017	30	3962	A	2,900	96.67	\$47.68	7/17/2017	\$0.73			\$97.18	
5/22/2017	28	3933	A	3,000	107.14	\$48.77	6/14/2017		\$56.39	5/17/2017	\$48.77	
4/24/2017	34	3903	A	3,700	108.82	\$56.39	5/18/2017		\$38.97	4/17/2017	\$0.00	
3/21/2017	28	3866	A	2,100	75.00	\$38.97	4/13/2017		\$43.33	3/8/2017	\$0.00	
2/21/2017	29	3845	A	2,500	86.21	\$43.33	3/16/2017		\$39.03	2/9/2017	\$0.00	
1/23/2017	33	3820	A	2,100	63.64	\$39.03	2/15/2017		\$31.83	1/10/2017	\$0.00	
12/21/2016	33	3799	A	2,200	66.67	\$40.20	1/13/2017		\$56.20	12/7/2016	\$0.00	
						-\$8.37	12/22/2016					WATER / SEWER LINE ADJUSTMENT

TYPE CODES: A - ACTUAL E - ESTIMATE M - MANUAL IA - INITIAL (ACTUAL) FA - FINAL (ACTUAL)
 K - ADJUSTED READING S - SERVICE ORDER D - RADIO FREQUENCY FE - FINAL (ESTIMATE)

Customer:
Address:
Acct. No.:

SVC TO	DAYS	MTR RDG	TYPE	CONS	ADC	WATER AMT	DUE DATE	LPC	PAYMENT	DATE	BALANCE	COMMENTS
11/18/2016	29	3777	A	2,200	75.86	\$40.20	12/14/2016				\$66.20	
						\$16.00			\$62.78	11/11/2016	\$0.00	PROTECTION PLAN
10/20/2016	29	3755	A	2,800	96.55	\$46.78	11/15/2016				\$62.78	
						\$16.00			\$69.48	10/7/2016	\$0.00	PROTECTION PLAN
9/21/2016	34	3727	A	3,500	102.94	\$53.48	10/17/2016				\$69.48	
						\$16.00			\$55.49	9/16/2016	\$0.00	PROTECTION PLAN
8/18/2016	28	3692	A	2,200	78.57	\$39.49	9/14/2016				\$55.49	
						\$16.00			\$68.73	8/9/2016	\$0.00	PROTECTION PLAN
7/21/2016	31	3670	A	2,500	80.65	\$42.73	8/16/2016				\$68.73	
						\$16.00			\$70.14	7/14/2016	\$0.00	PROTECTION PLAN
									\$70.14		\$70.14	PRIOR BALANCE

TYPE CODES: A - ACTUAL
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FE - FINAL (ESTIMATE)

Note

04/07/2015 11:38:14 ZALDANZ1

Carolyn called to make payment.

payment made of 51.25 / Confirmation number: 33889243

Satisfied.

Note

10/09/2015 14:18:06 WESTBRC1

Processed payment of \$78.60 plus \$1.95 fee for Carolyn Gumpher. conf 47911573. Satisfied.

Customer SSN was changed from to *****#-

Note

05/02/2016 15:54:38 PINGJ

Inbound: 1024210032639486

Carolyn Gumpher

412-384-0563

claims that water is pouring into their basement from the street. Possible main break. Reported an emergency notification.

Customer is satisfied.

Emergency service notification generated through scripting: Notification 307891797

Emergency service order generated through scripting: Service Order 507504323

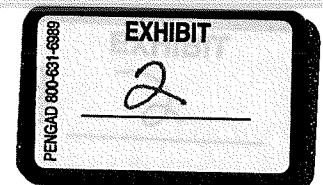
Business Partner:1103255567

Customer Name:Carolyn Gumpher

Svc Notification Notes:water is pouring through the wall from the street into the basement and flooding it.

Phone Number :4123840563

Contact Number:412-384-0563



Is the leak causing damage to the property :Yes

Where is the leak located :Outside

Is the leak causing safety issue:Yes

Is the leak in meterpot or yard:Yes

Notes (Mention Emergency Fee from IDA):no fees

Note

05/03/2016 10:15:18 BURGESLJ

SPOKE TO:

Carolyn Gumpher // 1103255567 // 412-384-0563

leak in basement - damages

please turn water as soon as possible

1 dog will contained

Service Order and Notification has been created.

Service Order Number is507513439

Service notification number is 307901224

SATISFIED

Emergency service notification generated through scripting: Notification 307901224

Emergency service order generated through scripting: Service Order 507513439

Business Partner:1103255567

Customer Name:Carolyn Gumpher

Svc Notification Notes: leak in basement - damages

water is close to Electrical Box:

please turn water as soon as possible

1 dog will contained

Phone Number :4123840563

Contact Number:412-384-0563

Is the leak causing damage to the property :Yes

Where is the leak located :Inside

Are you able to locate your main shut off valve:No

Is your meter leaking:No

Notes (Mention Emergency Fee from IDA):leak in basement - damages

water is close to Electrical Box:

please turn water as soon as possible

1 dog will contained

Note

05/04/2016 12:03:41 DENNISMA

CONSUMER SERVICE LEAK

LEAK REPORTED 5/2/13. SERVICE SHUT OFF 5/3/16 DUE TO LEAK

CUSTOMER REPORTED LEAK WAS INSIDE MEAR ELECTRICAL BOX

CUSTOM LEAK LETTER CREATED 5/4/16

Svc Order 000507527018 of type Line Protection Inspection was created on 05/04/2016

Note

05/23/2016 11:46:25 DENNISMA

consumer service leak

fixed

Note

07/29/2019 17:48:44 WILLIAA9

Customer call was not related to dispute

Customer survey info captured

Note

07/29/2019 17:48:43 WILLIAA9

Speaking to: Dave son Carolyn Gumpher / 210032639486

904 7th Ave , Elizabeth , PA

Inbound/Outbound: outbound

Phone: 412-384-0563

Email: no email

Issue: Called in tgo a mater read to be done was getting letter rim the mail

Resolution: issued a order to have the meter read done

Have i satisfied all your concerns today?: yes

Note

06/29/2020 15:53:12 KITTSA

Customer call was not related to dispute

Customer survey info captured

Note

06/29/2020 15:53:12 KITTSA

Spoke with: Carolyn Gumpher

Call Type: Outbound

Phone: 4123840563

Payment Type: N/A

Payment Amount: na

Confirmation Number: na

Notes: customer called in regards high bill I advised that she would need to contact someone she trusts to come take a look at it and she wants the AWR # 844-306-9449

Service Order Issued: No

Type of Order Issued: N/A

Verified/Updated Heat Type: No

Reviewed Notice: No

Updated ATP: No

ATP Category: RATP

New IP Created: Not Eligible

Catch up / Reconnect Amount Quoted: na

Catch up / Reconnect Plan Created: Not Eligible

Provided Dollar Energy Info: No

Discussed Med Cert: Not Eligible

Customer has a Dispute: No

Provided PUC info: No

Satisfaction with Info Given: Satisfied

"Have I Satisfied All of Your Concerns?": Satisfied

SO#517362442(CMR order)- Change Meter-created on 07/31/2019

SO#517346015(CKM order)-check meter- created on 07/29/2019

Check Meter, Verify Serial #, Read

Customer got a letter in the mail to have the meter read done

[Yowonsjr] [07/31/2019 09:43 AM] : Meter : [084973068] NEW METER N064354858 MIU 1563698118
O/R 00000 OLD METER N084973068 O/R N/A

WOULD NOT ACTIVATE

[New]Meter Number: 64354858, Read1: 00000, RF/MIU1: 1563698118

SO#507527018(ILP order)- Line Protection Inspection-created 05/04/2016

Line Protection Inspection

CONSUMER SERVICE LEAK REPORTED 5/2/16. LEAK LETTER SENT TO CONSUMER. PLEASE VERIFY SERVICE IS REPAIRED, CONSUMER REPORTED LEAK WAS INSIDE NEAR ELECTRICAL BOX. YOU MAY NEED ACCESS TO VERIFY THIS LEAK IS FIXED. thanks/mad

[karmanp] [05/16/2016 08:28 AM] : Meter : [084973068] LEAK HAS BEEN REPAIRED

[Current]Meter Number: N084973068, Read1: 03605, RF/MI

U1: 1820373457

SO#507513439(EMR orders)- Leak at Customer Premise-created on 05/03/2016

Leak at Customer Premise

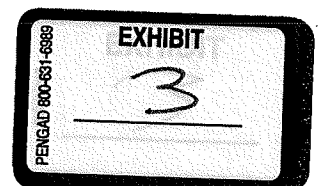
05/03/2016 10:14:22 Leanne Burgess (BURGESLJ)Business Partner:1103255567Customer Name:Carolyn Gumphersvc Notification Notes: leak in basement - damages

water is close to Electrical Box:

please turn water as soon as possible

1 dog will contained

Contact Number412-384-0563Is the leak causing damage to the property ::YesWhere is the leak located:InsideAre you able to locate you main shut off valve:Nols your meter leaking:NoNotes (Mention Emergency Fee from IDA):leak in basement -damages



water is close to Electrical Box:

please turn water as soonas

[karmalp] [05/03/2016 11:22 AM] : Meter : [084973068] MTR READ 03592 TURNED WATER OFF FOR REPAIRS

[Current]Meter Number: N0849730

68, Read1: 03592

SO#507504323(EMR order)- Emergency Service Order-created on 05/02/2016

Emergency Service Order

05/02/2016 15:52:50 Jessica Ping (PINGJ)

Business Partner:1103255567

Customer Name:Carolyn Gumpher

Svc Notification Notes:water is pouring through the wall from the street

into the basement and flooding it.

Contact Number412-384-0563

Is the leak causing damage to the property ::Yes

Where is the leak located:Outside

Is the leak causing safety issue:Yes

Is the leak in meterpit or yard:Yes

Notes (Mention Emergency Fee from IDA):no fees

Called out to Bill Miner. clc

Per Distribution leak on consumer side. Not causing damage. Water left

on at the curb. clc

05/02/2016 15:54:38 PINGJ

Inbound: 1024210032639486 - Carolyn Gumpher - 412-384-0563

claims that water is pouring into their basement from the street. Possible main break. Reported an emergency notification. Customer is satisfied.

Emergency service notification generated through scripting: Notification 307891797 - Emergency service order generated through scripting: Service Order 507504323 - Business Partner:1103255567

Customer Name: Carolyn Gumpher - Svc Notification Notes: water is pouring through the wall from the street into the basement and flooding it. Phone Number : 4123840563 - Contact Number:412-384-0563.

Is the leak causing damage to the property :Yes

Where is the leak located :Outside

Is the leak causing safety issue:Yes

Is the leak in meterpot or yard:Yes

Notes (Mention Emergency Fee from IDA):no fees

5/2/16 – Note from Field Services – “Per Distribution leak on consumer side. Not causing damage. Water left on at the curb. Clc”

05/03/2016 10:15:18 BURGESLJ

SPOKE TO: Carolyn Gumpher // 1103255567 // 412-384-0563

leak in basement - damages, please turn water as soon as possible - 1 dog will contained

Service Order and Notification has been created. Service Order Number is507513439 - Service notification number is 307901224 - SATISFIED

Emergency service notification generated through scripting: Notification 307901224 - Emergency service order generated through scripting: Service Order 507513439 - Business Partner:1103255567. Customer Name: Carolyn Gumpher

Svc Notification Notes: leak in basement - damages, water is close to Electrical Box: please turn water as soon as possible - 1 dog will contained

Phone Number :4123840563

Contact Number:412-384-0563

Is the leak causing damage to the property :Yes

Where is the leak located :Inside

Are you able to locate your main shut off valve:No

Is your meter leaking: No



Notes (Mention Emergency Fee from IDA):leak in basement – damages

5/3/16 - [karmanp] [05/03/2016 11:22 AM] : Meter : [084973068] MTR READ 03592 TURNED WATER OFF FOR REPAIRS [Current]Meter Number: N084973068, Read1: 03592.

5/4/16 – email - “Consumer service leak - leak reported 5/2/13. Service shut off 5/3/16 due to leak - customer reported leak was inside near electrical box - custom leak letter created 5/4/16 - svc order 000507527018 of type line protection inspection was created on 05/04/2016”

5/16/16 – FSR at premise – “[karmanp] [05/16/2016 08:28 AM] : Meter : [084973068] LEAK HAS BEEN REPAIRED [Current]Meter Number: N084973068, Read1: 03605, RF/MIU1: 1820373457”

5/23/16 – Back office research – “consumer service leak, fixed”

7/29/19 – The customer’s son called the company – “Speaking to: Dave son Carolyn Gumpher / 210032639486 - 904 7th Ave , Elizabeth , PA - Inbound/Outbound: outbound - Phone:412-384-0563 - Issue: Called in to a meter read to be done was getting letter rim the mail - Resolution: issued a order to have the meter read done - Have i satisfied all your concerns today?:yes”

PENNSYLVANIA-AMERICAN WATER COMPANY

RULES AND REGULATIONS

4. Service Pipes (cont'd)

4.8 Water use Standards for Plumbing Fixtures

The Company may refuse to connect with any piping system or furnish water through one already connected in any new construction or renovation which does not comply with the Company's water use standards for plumbing fixtures.

4.9 Customer Responsibility for Service Pipe

The Customer shall have full responsibility for the installation, repair, replacement, and maintenance of all Service Pipes, including full responsibility for metered water usage attributable to a leak in the Service Pipe; The failure of a Customer to properly install and maintain a Service Pipe, including replacement, shall constitute grounds for the Company to initiate action to terminate service to the Customer and seek recovery for any damage to the Company's facilities caused by an improperly functioning Service Pipe. Where an undetected, non-surfacing, underground leak is found in a Customer's Service Pipe, the Company shall credit the Customer with a one-time bill adjustment equal to forty percent (40%) of that portion of one month's consumption that exceeds the average monthly usage, based on the prior twelve month period, upon proper verification that the leak has been repaired. The Company shall require documentation to establish, to the Company's satisfaction, the existence of such repaired leak at the Customer's premises. Such bill adjustment will be provided only to the extent the Customer has not received a bill adjustment for an undetected, non-surfacing, underground leak at the same premises in the past five (5) years.

