

5008 Colorado Avenue
Harrisburg PA 17109
January 9, 2021

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17105-3265

RE: Docket No. C-2020-3022088

Dear Secretary Chiavetta:

This is a response to Suez's amended answer to my complaint.

With their first response, Suez denied the brown water incident without any knowledge or investigation of the matter. Now they say the hydrants were opened. If and when hydrants are open, which I seriously doubt, it is customary for the water company to let the customers know by leaving a message on the answering machine. We had no advance notice. I can just imagine washing my white clothes in brown water or taking a shower or brushing my teeth and having brown water come out of the faucet. Also at the time of the incident, my husband drove around the neighborhood and up to the water supply tank (2 blocks away) to see if he could see any reason for the cause of the brown water like digging, open hydrants, etc. There was absolutely no water in any of the streets, no evidence of a hydrant being opened or main breakage.

Brown water coming out of the faucet is definitely a quality and safety problem with the water supply. Suez also says "... the discolored water would have taken a short time to settle down. The occurrence was short lived." The brown water, then the a lighter color brown water persisted for almost 2 days. Suez can not attest to the safety or quality of the water coming out of the faucet when they never saw it, tested it, or cared enough to even phone us back about it. Testing water in another location is not relevant to the water safety/quality on Colorado Avenue. When water comes out of the faucet brown, Suez can not say the water is safe to consume.

I contend that Suez is making false statements and has not provided any customer service relevant to this incident. Suez has protocols in place, on their web site, and they failed to follow their own protocols. They should be sanctioned/fined and subsequently monitored as to the quality of their customer service in the future. They should not be permitted to ignore customers, which is what I feel they did to us.

Sincerely



Patricia A. Shaver
Email: pasjrs43@verizon.net

CC: Dennis Buckley; Thomas Niesen

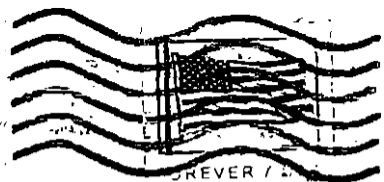
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Patricia Shaver
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