

DATE OF DEPOSIT

Before The

PENNSYLVANIA PUBLIC UTILITY COMMISSION

AUG 3 2021

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

GARY E. SMITH, SR. :

Complainant :

v. :

Docket No. C-2021-3026403

SUEZ WATER PENNSYLVANIA INC, :

Respondent

RESPONSE TO RESPONDENT ANSWER

AND NOW, comes Gary E. Smith Sr. (Complainant), unrepresented, and, pursuant to 52 Pa. Code 5.61, response to Respondents' Answer and to the June 30, 2021 Interim Order Setting Resolution Conference per Mathew Homsher, Mediator as follows:

1. No response necessary.
2. No response necessary however, Complainant has used the name, "SUEZ" in paragraph one (1) as well as two (2), but Respondent failed to make the same clarification. Therefore, Complainant will proceed with uncertainty as to which paragraphs Respondent makes reference to in subsequent Answers.
3. If Respondent is referencing chronological paragraphs, Complainant is unsure as to which paragraph SUEZ makes reference at number 3.
4. Complainant is prepared to demonstrate that SUEZ has in writing, as recent as June 1, 2021, threatened to terminate service at 1110 Edgemont Rd.

Complainant purchased 1110 Edgemont Rd. in 2008 and began renting it in 2010. Complainant has paid water bills since with no problems or confusion with 1110A Edgemont R. or 1110 Cole St.

Dauphin County Records do document 1110 Cole as 1110A Edgemont Rd. But, for some reason, probably after the JWW Group's 2/18/20 purchase of 1110A, SUEZ' records became confused, according to Dauphin County Records. Nevertheless, Complainant wrote Sues a letter dated May 19, 2021 notifying SUEZ of the mistake. Although Dauphin County Records say one thing, a simple visit to their customer may have resolved the problem. See original complaint. Until they mistakenly showed up to terminate service at 1110 Edgemont Rd, SUEZ upon a physical inspection of 1110A, reversed their decision to terminate service at 1110 Edgemont R.

Complainant is unsure who Respondent makes reference to per its' statement, "response to a telephone call concerning service to 111A Edgemont Rd". Complainant, in his May 28, 2021 Complaint admits that, apparently SUEZ discontinued service to 1110 Edgemont Rd.

If in SUEZ' Answer at No. 4, the Commission would take a realistic look at what SUEZ alludes to as, "make-up bills for the unbilled service totaling \$655.54", it is obvious that 32 bills, all without 'use bar graphs', conflicting dates, amounts, and meter numbers, are not "make-up bills". They are meant to harass and demonstrate big corporate power over the powerless – and something should be done about it. There is only twelve (12) months in a year; split thirty (32) bills in half and there are sixteen inconsistent, fraudulent bills SUEZ sent Complainant. It stands to reason, if SUEZ discontinued the account for 1110 Edgemont Rd, then it has no record of its' consumption. On the day SUEZ showed up to shut of service at 1110 Edgemont Rd, it was the Complainant who suggested looking at the historical use of these particular tenants occupying 1110 Edgemont Rd during this period of time: roughly \$30.00 per month is what the records show and what Complainant is prepared to demonstrate.

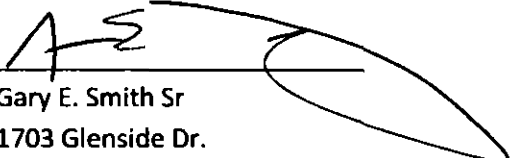
SUEZ rightfully states that usage for 1110 Edgemont Rd should have been an estimated \$440.13 for the said period of time. Complainant will demonstrate that on June 18, 2021, he paid that amount in full. Nevertheless, on Respondents' subsequent bill, an amount for rears has been falsely added.

5. Respondent states, "SUEZ submits that the billing at 1110 Edgemont Road has been straightened out as requested by Complainant. Complainant has been correctly billed for water service at 110 Edgemont Road. " This is not true. Just this past week on or around July 28th, Tenant Robert Fulton stated to me that the day prior, he personally delivered another miss-mailed billed to his servicing United States Postal Service office, located on Locust Lane. Mr. Fulton submitted that he would witness to this statement. SUEZ has done nothing to straighten its data base, to include not communicating with JWW Group to perform a title search on its' property.
6. Admitted.
7. Admitted.
8. Amitted.
9. Ref. Respondents', REPORT OF SUEZ WATER PENNSYLVANIA INC, PURSUANT TO INTERIM ORDER SETTING RESOLUTION CONFERENCE, and Respondent states that, "... SUEZ reached out to Complainant ... More recently, on July 28, 2020, Ms. McCoy-Jordan telephoned Complainant...". Complainant will demonstrate via phone, "contact details" that Ms. McCoy did call and leave a message to Complainant on July 28th and Complainant returned said call directly, but received no response. This was just an ploy to give an appearance to the Commission or Mediator, that it made an attempt.

WHEREFORE, for the reasons set forth above, Gary E. Smith Sr requests that the Pennsylvania Public Utility Commission or Mediator, not dismiss this Complaint at Docket

No. C-2021-3026403, but order Respondent to restore monies paid for the period March 2020 to March 2021 for lack of proof of actual usage; order Respondent to correct or have JWW Group correct address data for 1110A Cole or 1110A Edgemont Rd.; order Respondent to fix the record that it's issuance of 32 bills to Complainant were not meant to correct the record; make Respondent accountable for such action according to the law.

Respectfully submitted,

By, 
Gary E. Smith Sr
1703 Glenside Dr.
Harrisburg, PA 17109
Tel: 717-736-1478

DATE OF DEPOSIT

AUG 3 2021

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

S

GARY SMITH
 1703 GLENSIDE DR.
 HARRISBURG, PA 17109

RECEIVED

AUG 4 2021

PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU

GARY SMITH
 717-736-1478
 GARY SMITH
 1703 GLENSIDE DR
 HARRISBURG PA 17109-1807

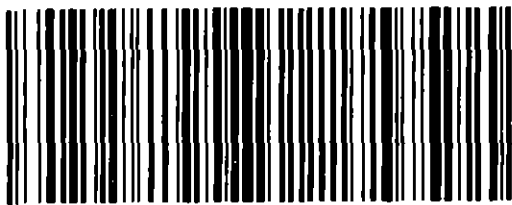
0.1 LBS LTR 1 OF 1

SHIP TO:
 PA PUBLIC UTILITY COMM.
 SECRETARY
 400 NORTH ST
 HARRISBURG PA 17120

*Secretary
 Pennsylvania Public Utility Comm.
 400 North St.
 Harrisburg, PA 17120*

PA 1719-20**UPS NEXT DAY AIR**

TRACKING #: 1Z 5AR 455 01 0205 9782

1

BILLING: P/P



XOL 21.07.06

NV45 31.0A 07/2021

SEE UPS.COM FOR DETAILS regarding UPS terms and order of insurance of liability where allowed by law, shipper authorizes UPS to act as forwarding agent for export control and customs purposes. If a shipment from the US, shipper certifies that the commodities, technology or software were exported from the US in accordance with the Export Administration Regulations. Overseas carriage as law is prohibited. ©2021 UPS of PA, Inc.



CMPC

To: PUC MASTER

Agency: PUC

Floor:

External Carrier: UPS 1 DAY AIR

8/3/2021 8:40:10 AM



1Z5AR4550102059782

400 NORTH ST
 PUBLIC UTILITY COMMISSION