
 Elizabeth Goheen,
 v.
 The York Water Company

Docket No.: C-2021-3026068

Initial Call-in
 Telephonic Hearing

Pages 1 - 47

Judge's Chambers
 Keystone Building
 400 North Street
 Harrisburg, PA

Wednesday, October 27, 2021
 Commencing at 10:17 a.m.

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Docket No. C-2021-3026068

Hearing Date: October 27, 2021

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All exhibits admitted with caveat (see page 39).

Exhibit 1

1/14/21

The water was leaking and I called the Water Company. Craig came out and said it was on my side. I was given 10 days to repair and/or hire someone to fix the leak. I called a plumber (Keith Rinehart) to dig and repair the damage (like the water company asked me to do). I was at work when the repairs were being made. (This was the second time it had leaked.)

Keith notified me that the water leak was on my side, but the water company's equipment was broken (see attached image). Keith contacted the water company who inspected the damages and told him that they would make the repair since it was their equipment. The repair was made at that point by the water company. According to Keith, the water company never asked any questions or shared any concerns about the leak or the cost to repair it. Keith notified me that the water company would be out at some point to finish the repairs and I would need to be reimbursed by them. I paid Keith \$2000 on January 14, 2021.



Late February/Early March

Because the snow was mostly gone and the weather had been getting better and I still hadn't heard from the water company, I called to ask when they would be out. I first spoke to the customer service representative who was unsure why I had work being done at my property so I asked to speak to Kelly. Without looking up my account, Kelly rudely explained to me that Keith should not have been working at my property and on their equipment. I explained again the situation and she said that there were no records of work being done. So I repeated that someone had been out to my property, but I wasn't sure who (since I hadn't been at my property). At this point, she looked up my account and said yes, she was incorrect, that the water company had been out. She said that they would be out to repair the driveway, but she wasn't sure when.

Around 3/19:

I called back at another date and the customer service representative sent me to Zach (the construction superintendent). This was on a Friday. He notified me that he would have to see if I was on the schedule. He called me back the same day and said that they would be out Monday and I did not need to be home. I inquired about the reimbursement and he told me I would have to contact someone else about that.

I called on multiple occasions and nobody picked up. I did leave a message for them to call me back and when they did, they hung up on me. I sent an email to the general email and never heard back. I was later informed that that email isn't always checked on a regular basis.

3/19/21 (2:24)

I spent 19 minutes trying to get a hold of someone. I spoke with the customer service representative who would put me on hold and then talk with Kelly and then come back. I finally asked to speak to Kelly directly. The representative put me back on hold to speak to Kelly, but when she came back I was told that Kelly wasn't coming to the phone, but I was supposed to contact Tim Young, the superintendent.

3/31/21 - 4/1/21

+1 (717) 600-0856 York, PA	9/9/21 00:08	
+1 (717) 612-6052 Maybe: Devin Ryan	8/23/21 00:58	
+1 (215) 694-4421 Philadelphia, PA	6/15/21 00:27	

Transcription Beta

Hi Elizabeth is Kelly from New York water company um giving you a call got your email I apologize that I didn't talk to you I am didn't realize it um wanted to mention that you wanted to talk to me um so I'm just giving you a call back we got your email um got a copy of the check we need a copy of the plumbers invoice if we can get a copy of that so that we _____ process that um my supervisor Tim Young may have some questions so he may be calling you so if you could give us an email um of that invoice so that we can get this processed thank you...

Was this transcription useful or not useful?

Caption

(This is a transcript of the voicemail that Kelly left me.). I also have the voicemail saved on my phone.

At this point, I have been communicating with Tim Young. I sent him the invoice and the check (front/back) per his request. In each email or voicemail, I asked about the reimbursement and paperwork saying that they came to my house to make repairs. These requests were ignored each time. At this point, I decided to file an informal complaint.

I then contacted Keith Rinehart and he said that the water company contacted him and disputed the cost. When they came out to see the damage, they never raised concerns about his work or the cost. However, when Tim spoke to him on the phone at a later date, he said that they said Keith was "price-gouging."

I left two more voicemails from Tim and hadn't heard back. Kelly contacted me on 3/31 because I complained about the way she treated me. Her voicemail said that customer service never told her that I wanted to speak to her (even though I specifically asked two times).

In the report from the water company, they are claiming that the plumber broke the equipment. However, I do not believe this is true because of my conversations with several people at the water company and also with speaking with Keith. Keith said he would be happy to speak with whomever needs to contact him to rectify this situation. I am attaching his invoice.

I am requesting that I am reimbursed \$2000. Although the repair was on my side, it was the water company's faulty equipment that needed to be repaired and caused the leak in the first place. I am also requesting to receive paperwork stating when they came to my property and what specifically they fixed.

ADDITION:

Repairs were made initially the first time it leaked. My repairmen placed a wooden block underneath the curb stop to hold it in place. I do admit that they filled the hole before the Water Company came, but Craig (from Water Company) did check and say that it looked pretty solid, but did remind me that I was supposed to have the Water Company check.

In reference to the Water Company stating that my check was reversed. I did not pay with a check. I used a credit card. I had signed up for their TAP program (I believe it's called) where it automatically is charged. My credit card expired. I updated a new credit card. However, I did not know that I had to sign up for TAP a second time - I assumed that it would just automatically charge me. When I called customer service, she said it was a check. I had to clarify multiple times it was a credit card - not a bank account. She said well there is nothing we can do to change that. I had asked her if she could change the statement to read that my credit card was declined because of expiration date, not because of a "bad check." Another representative was able to set up the TAP program for me and clarified the expectations. If you look back at my payments, this is the only time that I have ever missed a payment.

I did speak on at least two or three occasions with the Water Company's attorneys. I had had a question about the status of the public dispute. Their attorney called me back. I explained that I needed to speak to a neutral party and didn't think it would be best if they answered my questions at that time. I spoke again with the attorneys. They asked "what did I want." I explained again - my reimbursement and documentation stating what repairs were done on my property. I was told that I would not get reimbursed. A third time I was told that they didn't want to a hearing because they would be fined \$1000 so they wanted to know what I wanted. I restated my request. They later shared with the judge that an agreement could be not reached. No negotiations had taken place. The attorneys never offered me anything.

Transcript of Kelly's Voicemail:
I also have the actual voicemail.

+1 (215) 694-4421

Philadelphia, PA

6/15/21

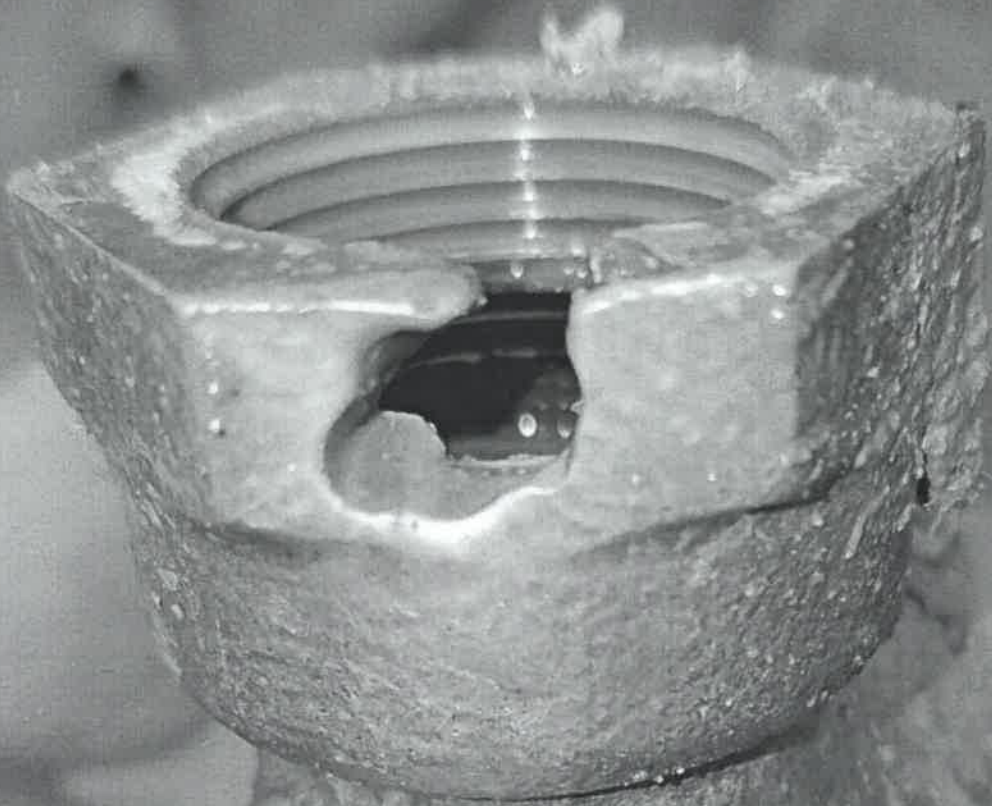
00:27



Transcription Beta

*Hi Elizabeth is Kelly from New York water company um giving you a call got your email I apologize that I didn't talk to you I am didn't realize it um wanted to mention that you wanted to talk to me um so I'm just giving you a call back we got your email um got a copy of the check we need a copy of the plumbers invoice if we

Caption



Gosheen Ex. 2

Gosheen Exhibit

2

ELIZABETH GOHEEN <elizagoh@comcast.net>

Reimbursement

To timy@yorkwater.com <timy@yorkwater.com>

Hello. I have been trying to contact someone about the repairs done to my driveway. Several months ago, I was told that the leak was on my side of the property. I called and had the driveway dug up. The plumber (Keith Rinehart) discovered that the leak was on the water company's side.

I need to be reimbursed for having him dig up the driveway. I am attaching the check that I wrote him.

I also need a copy of the work that was done at my property for my records (the curb stop repair and the driveway repair).

I am very unhappy with how I am being treated by the Water Company. Kelly has been very rude and I am disappointed with how she talked to me. I called to specifically speak to her and she refused to speak to me and instead had the customer service rep be the middle man.

I've called and emailed several times and nobody has contacted me back. I spent nearly 20 minutes today and 20 minutes a few weeks ago trying to get in touch with someone.

I was told today that it is going to take weeks before they look into. This is unacceptable to me since it's been since January. At this point, if I don't hear anything I am going to contact a lawyer to see what my legal options are.

270 Charles Circle
York PA 17406
717-779-7662

-
- Check Keith Plumbing Water.png (153 KB)

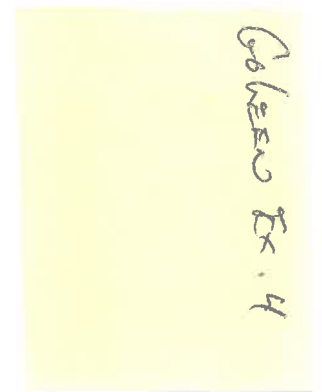
2/24/2021 10:11 AM
Gosheen
EX. 3

Tim A. Young <timy@yorkwater.com>

4/1/2021 7:49 AM

RE: [External] Reimbursement

To ELIZABETH GOHEEN <elizagoh@comcast.net>



Thank you for sending me a copy of your check. Can you please send me the back of the deposited check well? I will be looking into this claim further today.

Thanks,

Timothy A. Young
Distribution Superintendent
The York Water Company
130 E. Market St.
York, PA 17401

E: timy@yorkwater.com
D: (717)-718-2958
F: (717)-843-2715
www.yorkwater.com
NASDAQ: YORW



Confidentiality Notice: This electronic mail transmission is confidential and is intended only for the party or parties to whom it is addressed. If you received this transmission in error, please immediately return it to the sender.

From: ELIZABETH GOHEEN <elizagoh@comcast.net>
Sent: Wednesday, March 31, 2021 10:46 AM
To: Tim A. Young <timy@yorkwater.com>
Subject: [External] Reimbursement

Caution: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello. I have been trying to contact someone about the repairs done to my driveway. A month ago, I was told that the leak was on my side of the property. I called a plumber and had the driveway dug up. The plumber (Keith Rinehart) discovered that the broken piece was on the water company's side.

I need to be reimbursed for having him dig up the driveway. I am attaching the check that I wrote him.

I also need a copy of the work that was done at my property for my records (the curb sto repair and the driveway repair).

I am very unhappy with how I am being treated by the Water Company. Kelly has been rude and I am disappointed with how she talked to me. I called to specifically speak to h and she refused to speak to me and instead had the customer service rep be the middle

I've called and emailed several times and nobody has contacted me back. I spent nearly minutes today and 20 minutes a few weeks ago trying to get in touch with someone.

I was told today that it is going to take weeks before they look into. This is unacceptable me since it's been since January. At this point, if I don't hear anything I am going to cont lawyer to see what my legal options are.

270 Charles Circle
York PA 17406
717-779-7662

-
- image001.jpg (8 KB)

Elizabeth Goheen <elizagoh@comcast.net>

4/1/2021 8:49 AM

RE: [External] Reimbursement

To Tim A. Young <timy@yorkwater.com>

Here you go. Thank you again.

On 04/01/2021 8:39 AM Tim A. Young <timy@yorkwater.com> wrote:

I did talk to Keith this morning. If you received a copy of the check from the bank, the bank should have the back of the check scanned as well.

Thanks,

Timothy A. Young
Distribution Superintendent
The York Water Company
130 E. Market St.
York, PA 17401

E: timy@yorkwater.com
D: (717)-718-2958
F: (717)-843-2715
www.yorkwater.com
NASDAQ: YORW



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From: Elizabeth Goheen <elizagoh@comcast.net>
Sent: Thursday, April 1, 2021 8:15 AM
To: Tim A. Young <timy@yorkwater.com>
Subject: Re: [External] Reimbursement

Gosheen Ex-5

Gosheen Exhibit
5

Caution: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I don't have the back of the check. It was an electronic copy.

Keith said you can talk to him and he can clarify anything. He didn't remember who came out.

On Apr 1, 2021, at 7:49 AM, Tim A. Young <timy@yorkwater.com> wrote:

Thank you for sending me a copy of your check. Can you please send me the back of the deposited check as well? I will be looking into this claim further today.

Thanks,

Timothy A. Young
Distribution Superintendent
The York Water Company
130 E. Market St.
York, PA 17401

E: timy@yorkwater.com

D: (717)-718-2958

F: (717)-843-2715

www.yorkwater.com

NASDAQ: YORW

<image001.jpg>

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From: ELIZABETH GOHEEN <elizagoh@comcast.net>

Sent: Wednesday, March 31, 2021 10:46 AM

To: Tim A. Young <timy@yorkwater.com>

Subject: [External] Reimbursement

Caution: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello. I have been trying to contact someone about the repairs done to my driveway. A few months ago, I was told that the leak was on my side of the property. I called a plumber and had the driveway dug up. The plumber (Keith Rinehart) discovered that the broken piece was on the water company's side.

I need to be reimbursed for having him dig up the driveway. I am attaching the check that I wrote him.

I also need a copy of the work that was done at my property for my records (the curb stop repair and the driveway repair).

I am very unhappy with how I am being treated by the Water Company. Kelly has been very rude and I am disappointed with how she talked to me. I called to specifically speak to her and she refused to speak to me and instead had the customer service rep be the middle man.

I've called and emailed several times and nobody has contacted me back. I spent nearly 20 minutes today and 20 minutes a few weeks ago trying to get in touch with someone.

I was told today that it is going to take weeks before they look into. This is unacceptable to me since it's been since January. At this point, if I don't hear anything I am going to contact a lawyer to see what my legal options are.

270 Charles Circle
York PA 17406
717-779-7662

- back of check.jpeg (10 KB)
- image001.jpg (8 KB)

Re: Reimbursement

To customer.service@yorkwater.com <customer.service@yorkwater.com>

Hello again. I was hoping to also get some written documentation that says when the work was fixed, by who, etc. Like I said, I had no idea that it was even repaired. I also would like to keep track of all repairs I have done to my home.

Thank you again.

On 03/19/2021 5:29 PM ELIZABETH GOHEEN <elizagoh@comcast.net> wrote:

I spoke with Zach today about the repairs to my property. He shared that the curb stop had been replaced (although nobody communicated with me that this had been done) and that someone would be coming out Monday to repair my driveway.

I still have not been reimbursed for when I paid the plumber. He is the one that actually called the Water Company and spoke with whomever was in charge. Here is a copy of my cancelled check that shows what I paid for him. His company is Keith Plumbing and Heating. His number is 717-680-0510.

Thank your for prompt assistance on this matter.

Elizabeth Goheen
270 Charles Circle
York PA 17406
717-779-7662
132522-444870



ELIZABETH GOHEEN <elizagoh@comcast.net>

4/1/2021 7:20 AM

Re: [External] Re: Reimbursement

To Tim A. Young <timy@yorkwater.com>

On 04/01/2021 7:18 AM ELIZABETH GOHEEN <elizagoh@comcast.net> wrote:

Can you also send me a letter stating what work was done at my driveway to fix the curb stop and to pave the driveway and when it was done for my records?

On 03/31/2021 5:16 PM Tim A. Young <timy@yorkwater.com> wrote:

Can you send me a scanned pdf version of this invoice please. This is unreadable

Thanks,

Tim Y

Timothy A. Young
Distribution Superintendent
The York Water Company
130 E. Market St.
York, PA 17401

E: timy@yorkwater.com
D: (717)-718-2958
F: (717)-843-2715
www.yorkwater.com
NASDAQ: YORW



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From: ELIZABETH GOHEEN <elizagoh@comcast.net>

Sent: Wednesday, March 31, 2021 3:52:25 PM

To: Tim A. Young <timy@yorkwater.com>

Subject: [External] Re: Reimbursement

Caution: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Here is a copy of the invoice that I paid.

Gosheen Exhibit

7

I will need documentation that shows when the Water Company came to repair the curb stop and the driveway.

Elizabeth Goheen
270 Charles Circle
York PA 17406
717-779-7662

On 03/31/2021 10:46 AM ELIZABETH GOHEEN <elizagoh@comcast.net> wrote:

Hello. I have been trying to contact someone about the repairs done to my driveway. A few months ago, I was told that the leak was on my side of the property. I called a plumber and had the driveway dug up. The plumber (Keith Rinehart) discovered that the broken piece was on the water company's side.

I need to be reimbursed for having him dig up the driveway. I am attaching the check that I wrote him.

I also need a copy of the work that was done at my property for my records (the curb stop repair and the driveway repair).

I am very unhappy with how I am being treated by the Water Company. Kelly has been very rude and I am disappointed with how she talked to me. I called to specifically speak to her and she refused to speak to me and instead had the customer service rep be the middle man.

I've called and emailed several times and nobody has contacted me back. I spent nearly 20 minutes today and 20 minutes a few weeks ago trying to get in touch with someone.

I was told today that it is going to take weeks before they look into. This is unacceptable to me since it's been since January. At this point, if I don't hear anything I am going to contact a lawyer to see what my legal options are.

270 Charles Circle
York PA 17406
717-779-7662

-
- Plumbing Invoice - Goheen.pdf (1 MB)

Tim A. Young <timy@yorkwater.com>

3/31/2021 5:16 PM

Re: [External] Re: Reimbursement

To ELIZABETH GOHEEN <elizagoh@comcast.net>

Can you send me a scanned pdf version of this invoice please. This is unreadable.

Thanks,

Tim Y

Timothy A. Young
Distribution Superintendent
The York Water Company
130 E. Market St.
York, PA 17401

E: timy@yorkwater.com
D: (717)-718-2958
F: (717)-843-2715
www.yorkwater.com
NASDAQ: YORW

Gosheen EX R

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From: ELIZABETH GOHEEN <elizagoh@comcast.net>

Sent: Wednesday, March 31, 2021 3:52:25 PM

To: Tim A. Young <timy@yorkwater.com>

Subject: [External] Re: Reimbursement

Caution: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Here is a copy of the invoice that I paid.

I will need documentation that shows when the Water Company came to repair the curb stop and the driveway.

Elizabeth Goheen
270 Charles Circle
York PA 17406
717-779-7662

On 03/31/2021 10:46 AM ELIZABETH GOHEEN <elizagoh@comcast.net> wrote:

Gosheen Exhibit

8

Hello. I have been trying to contact someone about the repairs done to my driveway. A few months ago, I was told that the leak was on my side of the property. I called a plumber and had the driveway dug up. The plumber (Keith Rinehart) discovered that the broken piece was on the water company's side.

I need to be reimbursed for having him dig up the driveway. I am attaching the check that I wrote him.

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I was told today that it is going to take weeks before they look into. This is unacceptable to me since it's been since January. At this point, if I don't hear anything I am going to contact a lawyer to see what my legal options are.

270 Charles Circle
York PA 17406
717-779-7662

PUC BCS Case # 3784488

To elizagoh@comcast.net

Dear Elizabeth Goheen:

Thank you for contacting the Public Utility Commission's Bureau of Consumer Services (BCS) about your utility service with York Water Company, The. The BCS has opened an informal complaint on your behalf. York Water Company, The will send BCS a report which will include records about your dispute.

- Your utility company has up to 30 days to send BCS its report and information about your case.
- If your utility service is shut off, the company has up to five days to send BCS its report and information.
- After BCS receives the Company Report it may take a bit more time until it is assigned to an investigator to work the case.
- After your case is reviewed you may receive a written decision or we may attempt to contact you to further discuss your case. You will hear from us, but this may take some time.

You are entitled to a copy of the utility's dispute report about your account. The company keeps a written record on file of when you contacted them and their response pursuant to PA state regulations (56.151-152).

If you have any documents or evidence to support your claim against the company (for example, copies of notes, letters, bills or shut-off notices, etc.), please send it to the BCS within 10 days of the date of this email. You may mail, fax, or email your documentation.

- Email to RA-PCBCSFAXPC1@pa.gov. **Note: BCS staff will not respond to emails sent to this account.**
- Fax to (717) 787-6641.

Please include your BCS Case Number (3784488) on all documents that you are providing.

While your complaint is pending with the BCS, you must pay all charges that are not in dispute by your billing due date(s). You are not required to pay charges that you are disputing. If you do not pay the undisputed charges, York Water Company, The may shut off your utility service.

We thank you for your patience as we work through the complaint process.

PA Public Utility Commission | Bureau of Consumer Services
www.puc.pa.gov 1-800-692-7380

Gosheen EX-9

Gosheen Exhibit

9

Re: Reimbursement

To timy@yorkwater.com <timy@yorkwater.com>

Here is a copy of the invoice that I paid.
I will need documentation that shows when the Water Company came to repair the curb stop and the driveway.

Elizabeth Goheen
270 Charles Circle
York PA 17406
717-779-7662

On 03/31/2021 10:46 AM ELIZABETH GOHEEN <elizagoh@comcast.net> wrote:

Hello. I have been trying to contact someone about the repairs done to my driveway. A few months ago, I was told that the leak was on my side of the property. I called a plumber and had the driveway dug up. The plumber (Keith Rinehart) discovered that the broken piece was on the water company's side.

I need to be reimbursed for having him dig up the driveway. I am attaching the check that I wrote him.

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I've called and emailed several times and nobody has contacted me back. I spent nearly 20 minutes today and 20 minutes a few weeks ago trying to get in touch with someone.

I was told today that it is going to take weeks before they look into. This is unacceptable to me since it's been since January. At this point, if I don't hear anything I am going to contact a lawyer to see what my legal options are.

270 Charles Circle
York PA 17406
717-779-7662

- Plumbing INvoice.pdf (38 KB)

Gosheen Exhibit

10

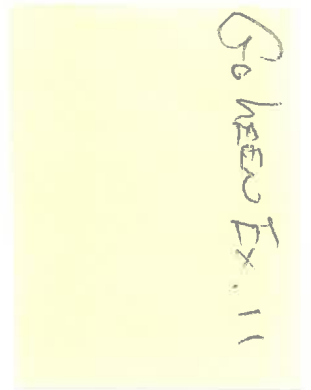
Gosheen Ex. 10

We Have Received Your Informal Complaint

To elizagoh@comcast.net

Thank you for completing the PUC's Informal Complaint Form.
Your message has been sent to the PUC Bureau of Consumer Services.
You will be contacted after your information has been reviewed.

Please do not respond to this automatically generated email.



Keith's Plumbing

780 Poff Road
york pa 17406

717-680-0510
Keith@keithsplumbingandheating.com
keithsplumbingandheating.com



Gosheen Ex. 12

BILLED TO

elizabeth gosheen
270 charles circle
york pa. 17406

PA Contractor # 150085

Invoice

INVOICE NUMBER

DATE OF ISSUE

1/15/2021

DESCRIPTION	UNIT COST	QTY/HR RATE	AMOUNT
excavate water service to determine source of leak		1	
found bad curb stop and contacted water co.			
backfill after water co. made repair.		1	\$2,000.00
		1	
		1	
Your item name	\$0.00	1	\$0.00
Your item name	\$0.00	1	\$0.00
	\$0.00	1	\$0.00

paid ck # 1002. thank you

SUBTOTAL	\$2,000.00
DISCOUNT	
(TAX RATE)	0%
TAX	\$0.00

INVOICE TOTAL

\$2,000.00

Gosheen Exhibit

12