

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30

Koree L. Shedlock,
v.
Pennsylvania-American
Water Company
Further Call-In
Telephonic Hearing

Docket No.:
C-2022-3033747

Pages 1 - 32

Telephonic
December 1, 2022
Commencing at 10:05 a.m.

INDEX TO EXHIBITS

Docket No. C-2022-3033747

Hearing Date: December 1, 2022

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>For the Respondent:</u>		
2 Brennar2 Customer		
Call Log	5	29
3 DOMINYJ Customer		
Call Log	5	29

19 Columbia Rd

07/31/2021 22:20:16 BRENNAR2

Customer call was not related to dispute

Customer survey info captured

Note

07/31/2021 22:20:16 BRENNAR2

contractor called for EMR off

Emergency service notification generated through scripting: Notification
322718268

Emergency service order generated through scripting: Service Order 521814488

Business Partner:1203053163

Customer Name:Koree Shedlock

Svc Notification Notes:workers struck svc line, need water off at curb ASAP

Phone Number :7245625510

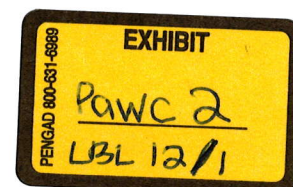
Contact Number:7245625510

Is the leak causing damage to the property :No

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):workers struck svc line, need water off at curb ASAP

On 8/5/21

08/05/2021

18:29:49

MOMENTS

Name/Relationship:Koree Shedlock

Address:19 Columbia Rd

Monongahela, PA 15063

Phone:(412) 508-1361

Email: kshedlock@comcast.net

Balance on account:58.99

Verified/Updated heat type: unknown

Reviewed Notice:no

Updated ATP:no

Category:no

New IP Created:no

Catch-Up/Reconnect Amount Quoted: no

Catch-Up/Reconnect Plan Created:no

Provided Help Agency Info:no

Discussed Med Cert:no

Customer Dispute:no

Provided PUC Info:no

Issue: needs water back on for repairs

Resolution: rpo scheduled for 8/5/21 special handled de to rpo worked as emr in pa

Satisfied?: yes

Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? – No

8/5/21

Note

08/05/2021

18:59:18

WALMSLRH

Outbound Call:

I called Mr. Koree Shedlock to discuss the RPO to ensure that they are needing the water turned back on. Leaving RPO as is.

PAWC EXHIBIT 3

10 Elm St., Brownsville, PA

03/02/2021 13:25:51 DOMINYJ

Customer call was not related to dispute
Customer survey info captured

Note

03/02/2021 13:25:51 DOMINYJ

jessie weaver

17245625510

in needed start services

Note

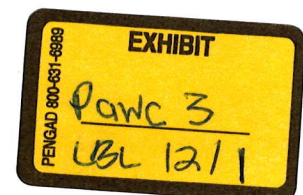
03/02/2021 13:25:19 DOMINYJ

Moves Process Name : NewContracts

Service Order Fees : 30.00

Customer requests Rights and Responsibilities book to be dropped off.

Sewer Deposit: \$ 0.00



Svc Order 000520898284 of type " New Cust, Read, Leave On " was created on 03/02/2021.

Customer Moved In on : 03/03/2021

Contract Account: 220037005474

Premise: 9240149907

User ID: DOMINYJ

Delinquency Check Continue Reason - Confirmed BP not Responsible

Welcome Letter was Sent

08/06/21

Note

08/06/2021 08:44:40 STEINET

Customer call was not related to dispute

Customer survey info captured

Note

08/06/2021 08:44:39 STEINET

outbound

Jessie weaver will make a payment online

