



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

C-2023-3037963

BUREAU OF CONSUMER PROTECTION
1600 Arch Street, Ste. 300
Philadelphia, Pennsylvania 19103
215-560-2414
March 28, 2023

Margaret Ciollins
224 N. Hyde Park Avenue
Scranton, PA 18504

Re: Pennsylvania American Water
BCP-23-05-009511

RCVD PUC SEC BUR
MAR 30 2023 AM 10:53

Dear Ms. Ciollins:

Your complaint regarding the above referenced matter has been reviewed and appears to come within the primary jurisdiction of another agency or another state. By copy of this letter, your complaint has been forwarded with a request that it be handled by the office listed below. By forwarding your complaint, we believe the issues you raise will be addressed by the agency primarily responsible for dealing with these types of problems.

Please direct any further inquiries about this matter to that office. If you would like more information on this referral, please feel free to contact our office.

A copy of your complaint will remain on file for our future reference. On behalf of the Office of Attorney General, thank you for bringing this matter to our attention.

Very truly yours,

Jason C. Culler
Agent

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cc: PA Public Utility Commission
400 North Street
Keystone Building
Harrisburg, PA 17120

Bureau of Consumer Protection
Strawberry Square 15th Floor
Harrisburg, Pa. 17120

Margaret Collins
224 N. Hyde Park Ave.
Scranton, Pa. 18504

March 22, 2023

PH: 570.343.1469

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To: The Bureau of Consumer Protection,

A Formal Complaint to the Public Utility Commission is filed at: Docket No. C-2023-3037963
Margaret Collins v. Pennsylvania American Water Co. (PAWC).

MAR 24 2023

Pa. Office of Attorney General
Protection-Harrisburg

On **8/11/22**, a door hanger stated that PAWC was investigating a possible leak and to call Lee Jones at: 272.235.5674 - I took this notice to be a scam on the elderly (I'm 76 years). I called PAWC (1.800.565.7292) who said there was no work order for my residence. Subsequently, PAWC sent several 10 day termination notices and a total of three door hangers.

PAWC refuses to give an explanation of an alleged water leak or provide Luke's 10/11/22 written leak report on six occasions. I have no water leaks, no dirty water or loss of pressure, no high bill and no problem with the water meter checked by Luke.

I have nothing in writing from PAWC or BCS other than door hangers and termination notices and Verizon (Acct: 450-081-738-0001-29) refuses to provide phone transcripts of the dates below:

8/13/22 (8/11/22) outgoing call to 1800.565.7292

(PAWC said there was no 8/11/22 leak work order for my property that was left by Lee Jones: 272.235.5674).

10/3/22 (3:06 to 4:08 pm) outgoing call to 1800.565.7292

(I requested a written letter explaining how the leak was determined). Instead (the next day) a 10/4/22 letter states to repair the leak within 10 days date of letter to avoid termination.

10/10/22 (5:15 pm) and 10/12/22 at (10:30 am) outgoing calls to 272.235.5674

(Lee Jones, local office: on 10/11/22 sent Luke who closed the curb stop and found a noise leak, then placed the ear phones on my head to hear the noise leak. Lee said if the leak is at the curb stop, it will be fixed at no charge and gave a contractor's contact info who does repairs \$800 to \$1,200). Contractor said \$2,700 - no check, cash only, and gave two contractors to call if I don't call him back.

12/6/22 (2:26 pm) outgoing call to 1800.692.7380 ext:6457

(On 11/23/2022, Montrell Smith was assigned investigator to BCS Case No. 3872384. He said Luke's 10/11/22 leak report is confidential. Said PAWC is a reputable company, that I should do as they ask and if I were to appeal - the judge would say the same, during this time my water could be terminated). He sent no decision and no appeal form.

12/15/22 (3:20 pm) outgoing call to 1800.565.7292

(Elizabeth (Elle) said PAWC received my request for Luke's 10/11/22 written leak report and said the curb stop leak is scheduled to be fixed on 12/20/22).

1/5/23 (3:18 pm) outgoing call to 1800.565.7292

(Rhonda said she'd send Luke's 10/11/22 written leak report (she didn't) and denied that Elizabeth said there was a

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MAR 30 2023

12/20/22 date to fix the curb stop leak. She said her supervisor will call me on a private phone line).

1/6/23 (11:10 am) incoming call to 570.343.1469

(Supervisor Lisa (PAWC) called me and said the curb stop was silent when closed and the leak is on my property. I said Luke closed the curb stop and found a noise leak. She instructed: I will schedule a plumber to meet with their tech [I'm on a fixed income - Roto Rooter charges \$235 to send a tech to meet their tech and \$193 an hour thereafter]. She agreed to send Luke's 10/11/22 leak report (she didn't). A water line was previously sleeved through the existing pipe to repair a leak and I asked about their lead replacement program).

Where is Luke's report that confirmed a closed curb stop leak on October 11, 2022 (refused to send six times) and why is it necessary for my plumber to be schooled by PAWC's tech for another report at my expense? This would create terms and conditions that are not in the public interest: what would the outcome be if the plumber I contact is on PAWC's vendor list...or isn't on their vendor list and would like to be? PAWC did not offer to pay me \$235 to send Roto Rooter to meet their tech and \$193 an hour thereafter.

Two contractor's professional finding is that a noise leak at the closed curb stop is PAWC's responsibility to fix - and is corroborated by Luke finding a noise leak when the curb stop is shut-off. One contractor called PAWC while on my property but couldn't get through.

My PAWC bill lists DSIC charges for PAWC to do their repairs. PAWC has no incentive to use DSIC money to fix their repairs. American Water: A Corporate Profile - reports that they influence states and regulatory agencies to authorize conduct promoting schemes and mechanisms that push corporate costs and financial risks onto consumers while they profit on infrastructure projects before they are in service (ex:6; pages 1,2 and page 5 at 23. Cities and states terminate contracts with American Water (ex:6; pages 3,4). This report tracks with PAWC's ongoing deceptive actions and practices for ill-gotten profit.

On 1/18/23 at 3:30 pm, Lori (Sen. Flynn's office) said PAWC refused to send Luke's 10/11/22 leak report - and said water will be terminated end of March if the curb stop isn't fixed.

PAWC's abusive business practices weaponized termination solely to force repair of a leak they refuse to give any evidence of - the purpose to push costs onto me to repair their leak and remove the lead carrier pipe (Formal Complaint, ex:1,2,3,4,5,6,7,8). The carrier pipe for my water line is lead - PAWC can fix the curb stop leak that was scheduled to be done on 12/20/22: they are both funded with DSIC money.

Sincerely,

Margaret Collins 3-22-23

P.S: While waiting for a hearing date (Docket No. C-2023-3037963), how can I retrieve the phone transcripts herein?

Margaret Collins 224 N.Hyde Park Ave. Scranton, Pa. 18504 Lackawanna County PH: 570.343.1469