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Gregory Merritt,
v.
Pennsylvania American
Water Company
Initial Call-In Hearing

Docket No.:
C-2022-3036805,
C-2022-3036806

Pages 1 - 172

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

Tuesday, April 25, 2023
Commencing at 10:08 a.m.

INDEX TO EXHIBITS

Docket No. C-2022-3036805, C-2022-3036806
Hearing Date: April 25, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>Complainant Exhibit:</u>		
Merritt 1	21	76
April 2022 Water Bill		
Merritt 2	23	76
December 2022 Water Bill		
Merritt 3	10	76
Water Bills Usage		
Merritt 4	20	76
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26INDEX TO EXHIBITS (con't.)Docket No. C-2022-3036805, C-2022-3036806
Hearing Date: April 25, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>Respondent Exhibit:</u>		
PAWC 1	80	151
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PAWC 6	157	163
Meter Test Report		



WE KEEP LIFE FLOWING™

Service Address:

GREGORY MERRITT
622 N MAIN AVE
SCRANTON, PA 18504-4400



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Your water use during this period appears higher than normal. For helpful tips on conserving water and detecting leaks, visit the Water Information page on our website. It could save you water (and money)!
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.pennsylvaniaamwater.com

Statement

Account No. **1024-220036317129**

Total Amount Due:	\$7,952.57
Payment Due By:	April 12, 2022

Billing Date: March 21, 2022
Service Period: Feb 17 to Mar 16 (28 Days)
Total Gallons: 108,800

Account Summary – See page 3 for Account Detail

Prior Billing:		\$5,868.96
Payments - Thank You!	-	\$300.00
Balance Forward:	=	\$5,568.96
Service Related Charges:	+	\$2,383.61
Total Amount Due:	=	\$7,952.57

View your account information or pay your bill anytime at: www.amwater.com/MyAccount

Pay by Phone*: Pay anytime at 1-855-748-6066
**A convenience fee may apply*

Customer Service: 1-800-565-7292
M-F 7:00am to 7:00pm – Emergencies 24/7

PENNSYLVANIA AMERICAN WATER
PO BOX 371412
PITTSBURGH, PA. 15250-7412

⌂ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ⌂

Account No. **1024-220036317129**

Total Amount Due:	\$7,952.57
Payment Due By:	April 12, 2022



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 622 N MAIN AVE
SCRANTON, PA 18504-4400

Amount Enclosed \$

[Empty box for amount enclosed]

GREGORY MERRITT
55 W 25TH ST APT 19C
NEW YORK, NY 10010

PENNSYLVANIA AMERICAN WATER
PO BOX 371412
PITTSBURGH, PA. 15250-7412

MERRITT 1 0001024220036317129000000000795257015

Messages from Pennsylvania American Water

- The PA Public Utility Commission approved a 2-year stepped-in water rate increase for Pennsylvania American Water effective Jan. 28, 2021. The average monthly residential water bill will increase in Jan. 2022 by \$0.88 (1.4%) for the second step of the rate increase. This increase will continue to be offset in 2022 by a bill credit of 1.56%, reflecting company tax savings flowing back to customers, which is listed on your bill as a line item titled "Deferred Tax Credit."
- The PA Public Utility Commission approved a 2-year stepped-in wastewater rate increase for Pennsylvania American Water effective Jan. 28, 2021. The average monthly residential wastewater bill for customers in your service area will increase in Jan. 2022 by \$7.68 (16%) for the second step of the rate increase.

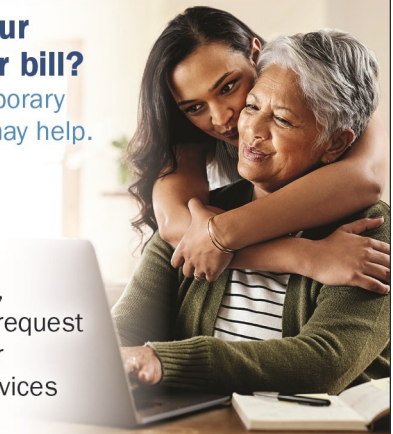
LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

Falling behind on your water or wastewater bill?

There's a new federal temporary emergency program that may help.

Learn more at dhs.pa.gov/WaterHelp.

Apply online at www.compass.state.pa.us, contact 877-395-8930 to request an application, or visit your Department of Human Services county assistance office.



CUSTOMER SERVICE: 1-800-565-7292
 HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
 TTY/TDD FOR THE HEARING IMPAIRED: 711
 (and then reference Customer Service number listed above)

SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit pennsylvaniaamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

EXPLANATION OF FEES AND OTHER TERMS

- Distribution System Improvement Charge (DSIC):** A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge, as approved by the Pennsylvania Public Utility Commission (PUC), will change every three months based on work completed. It will not exceed 7.5% of your bill.
- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

- State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 2798, Camden, NJ 08101.
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at pennsylvaniaamwater.com. Under Customer Service & Billing, select Your Water and Wastewater Rates.
- Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 1-888-378-4458.
- Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

- Auto Pay**
- Online**
- In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
52527970	100 gal	3/4"	02/17/2022	03/16/2022	11,820 (A)	12,908 (A)	1,088	1,088.00	108,800

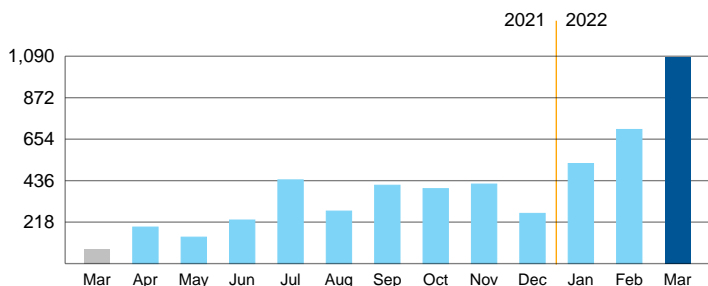
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 108,800

Billed Usage History (graph shown in 100 gallons)

- 108,800 gallons = usage for this period
- 7,500 gallons = usage for same period last year



Next Scheduled Read Date: on or about April 20, 2022
Account Type: Commercial

Average daily use for this period is: (28 days)

**3,886
gallons**

Year to Date Billed Usage: 231,900 gallons

Account Detail

Account No. 1024-220036317129

Service To: 622 N MAIN AVE SCRANTON, PA 18504-4400

Prior Billing		5,868.96
Payments		-300.00
Total payments as of Mar 1. Thank you!		-300.00
Balance Forward		5,568.96
Service Related Charges - 02/17/22 to 03/16/22		
Water Service		1,113.33
Water Service Charge		26.50
Water Usage Charge	(160 x \$1.31)	209.60
	(928 x \$0.9643)	894.87
Deferred Tax Credit	(\$1,130.97 x -1.56%)	-17.64
Wastewater Service		1,270.28
Wastewater Service Charge	(6 x \$19.50)	117.00
Wastewater Use Charge	(1,088 x \$1.06)	1,153.28
Total Service Related Charges		2,383.61
Total Current Period Charges		2,383.61

Total Amount Due



\$7,952.57

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 888-378-4458.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

PA.01.22

For more information about your charges and rates, please visit: <https://amwater.com/paaw/rates>

MERRITT 1

- Effective July 1, 2021, the Water Distribution System Improvement Charge changed from -0.11% to 0.00%. This charge funds the replacement of water distribution system facilities.
- Effective July 1, 2021, the Wastewater Distribution System Improvement Charge decreased from 1.36% to 0.00%. This charge funds the replacement of wastewater collection system facilities.
- Approximately 3.58 percent, or \$85.33 of state taxes are included in your current bill.

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAPAI2.pdf>

<https://amwater.com/files/OAPASB.pdf>



WE KEEP LIFE FLOWING™

Service Address:

GREGORY MERRITT
622 N MAIN AVE
SCRANTON, PA 18504-4400

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.pennsylvaniaamwater.com to learn more about the services we provide.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.pennsylvaniaamwater.com

Statement

Account No. **1024-220036317129**

Total Amount Due:	\$8,535.70
Payment Due By:	December 14, 2022

Billing Date: November 22, 2022
Service Period: Oct 20 to Nov 16 (28 Days)
Total Gallons: 14,400

Account Summary – See page 3 for Account Detail

Prior Billing:		\$8,569.40
Payments - Thank You!	-	\$526.75
Balance Forward:	=	\$8,042.65
Service Related Charges:	+	\$493.05
Total Amount Due:	=	\$8,535.70

View your account information or pay your bill anytime at: www.amwater.com/MyAccount

Pay by Phone*: Pay anytime at 1-855-748-6066

Customer Service: 1-800-565-7292
M-F 7:00am to 7:00pm – Emergencies 24/7

PENNSYLVANIA AMERICAN WATER
PO BOX 371412
PITTSBURGH, PA. 15250-7412

⌂ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ⌂

Account No. **1024-220036317129**

Total Amount Due:	\$8,535.70
Payment Due By:	December 14, 2022



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 622 N MAIN AVE
SCRANTON, PA 18504-4400

Amount Enclosed \$

[Empty box for amount enclosed]

GREGORY MERRITT
55 W 25TH ST APT 19C
NEW YORK, NY 10010

PENNSYLVANIA AMERICAN WATER
PO BOX 371412
PITTSBURGH, PA. 15250-7412

MERRITT 2 0001024220036317129000000000853570010

Messages from Pennsylvania American Water

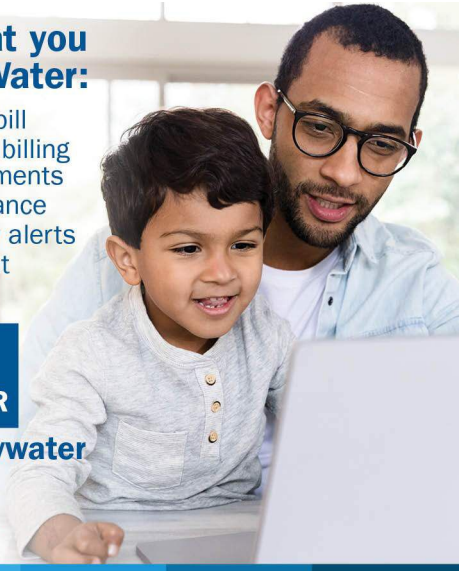
- Effective October 1, 2022, the Water Distribution System Improvement Charge increased from 1.40% to 2.51%. This charge funds the replacement of water distribution system facilities.
- Effective October 1, 2022, the Wastewater Distribution System Improvement Charge increased from 1.17% to 2.31%. This charge funds the replacement of wastewater collection system facilities.
- *****IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/scranton.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 800-565-7292.

Check out what you can do on MyWater:

- View and pay your bill
- Enroll in paperless billing and automatic payments
- Check account balance
- Receive emergency alerts
- Sign up for payment assistance

SIGN UP FOR MyWATER

amwater.com/mywater



CUSTOMER SERVICE: 1-800-565-7292
 HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED: 711
 (and then reference Customer Service number listed above)

SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit pennsylvaniaamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

EXPLANATION OF FEES AND OTHER TERMS

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- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

- State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 2798, Camden, NJ 08101.
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- Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
63851480	100 gal	3/4"	10/20/2022	11/16/2022	832 (A)	976 (A)	144	144.00	14,400

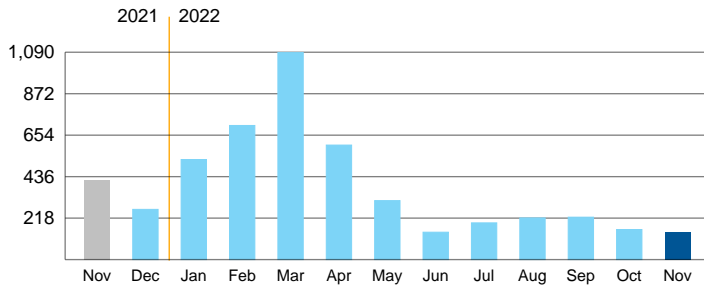
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 14,400

Billed Usage History (graph shown in 100 gallons)

- 14,400 gallons = usage for this period
- 41,800 gallons = usage for same period last year



Next Scheduled Read Date: on or about December 15, 2022
Account Type: Commercial

Average daily use for this period is: (28 days)

514 gallons

Year to Date Billed Usage: 431,200 gallons

Account Detail

Account No. 1024-220036317129

Service To: 622 N MAIN AVE SCRANTON, PA 18504-4400

Prior Billing **8,569.40**

Payments **-526.75**

Total payments as of Nov 8. Thank you! -526.75

Balance Forward **8,042.65**

Service Related Charges - 10/20/22 to 11/16/22

Water Service **211.78**

Water Service Charge 26.50

Water Usage Charge (144 x \$1.31) 188.64

Deferred Tax Credit (\$215.14 x -1.56%) -3.36

Wastewater Service **269.64**

Wastewater Service Charge (6 x \$19.50) 117.00

Wastewater Use Charge (144 x \$1.06) 152.64

Other Charges **11.63**

Distribution System Improvement Charge 5.40

(\$215.14 x 2.51%)

Wastewater DSIC (\$269.64 x 2.31%) 6.23

Total Service Related Charges **493.05**

Total Current Period Charges **493.05**

Total Amount Due **\$8,535.70**

Understanding Your Bill

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- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 888-378-4458.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

PA.01.22

For more information about your charges and rates, please visit: <https://amwater.com/paaw/rates>

MERRITT 2

- Approximately 3.58 percent, or \$17.65 of state taxes are included in your current bill.

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAPASB.pdf>

<https://amwater.com/files/OAPAB2.pdf>

Year	Month	Usage	Daily Avg	Note
2019	Jan	9,300		
2019	Feb	6,800		
2019	Mar	7,700		
2019	Apr	9,400		
2019	May	7,500		
2019	Jun	12,300		
2019	Jul	9,300		
2019	Aug	12,400		
2019	Sep	15,000		
2019	Oct	12,700		
2019	Nov	13,000		
2019	Dec	10,300		
2020	Jan	8,700	300	
2020	Feb	9,100		
2020	Mar	7,900		
2020	Apr	8,100		
2020	May	7,700		
2020	Jun	10,000		
2020	Jul	6,500		
2020	Aug	9,800		
2020	Sep	11,000		
2020	Oct	12,500		
2020	Nov	10,200	408	
2020	Dec	10,500		
2021	Jan	6900		
2021	Feb	11600		
2021	Mar	7500		
2021	Apr	19200		Larger than 3 year history.
2021	May	13900		
2021	Jun	22900		
2021	Jul	48200		
2021	Aug	51000		
2021	Sep	41200		
2021	Oct	39400		
2021	Nov	41800		
2021	Dec	26400		
2022	Jan	52600		
2022	Feb	141000		insane
2022	Mar	108800		
2022	Apr	60200		
2022	May	34500		
2022	Jun	10900		
2022	Jul	19,300		
2022	Aug	21900		
2023	Sep	22300		
2024	Oct	15800		
2025	Nov			

% change with 19/20 average

2019-2020 Average:	9,904	
2021 Average:	27500	178%
2022 Average:	68000	587%

Date	Billing Date	Due Date	Usage Dates	Bill	Revised Usage	Adjusted	Water Usage	\$ per unit	\$ per bedroom	Gal per unit	Gal per bedrom
Jan-19							9,300			1550	1329
Feb-19							6,800			1133	971
Mar-19							7,700			1283	1100
Apr-19							9,400			1567	1343
May-19							7,500			1250	1071
Jun-19							12,300			2050	1757
Jul-19							9,300			1550	1329
Aug-19							12,400			2067	1771
Sep-19							15,000			2500	2143
Oct-19							12,700			2117	1814
Nov-19							13,000			2167	1857
Dec-19							10,300			1717	1471
Jan-20							8,700			1450	1243
Feb-20							9,100			1517	1300
Mar-20							7,900			1317	1129
Apr-20							8,100			1350	1157
May-20							7,700			1283	1100
Jun-20							10,000			1667	1429
Jul-20							6,500			1083	929
Aug-20							9,800			1633	1400
Sep-20							11,000			1833	1571
Oct-20							12,500			2083	1786
Nov-20							10,200			1700	1457
Dec-20							10,500			1750	1500
Jan-21				\$353.06			6900	\$58.84	\$50.44	1150	986
Feb-21	1/21/2021	2/12/2021	12/16/20 - 1/18/21	\$376.36	13,100		11600	\$62.73	\$53.77	1933	1657
Mar-21	2/18/2021	3/12/2021	1/19/2021 - 2/17/21	\$354.12	11,600		7500	\$59.02	\$50.59	1250	1071
Apr-21	3/22/2021	4/13/2021	2/18/21 - 3/17/21	\$287.44	7,500		19200	\$47.91	\$41.06	3200	2743
May-21	4/26/2021	5/18/2021	3/18/21 - 4/19/21	\$541.45	19,200		13900	\$90.24	\$77.35	2317	1986
Jun-21	5/24/2021	6/15/2021	4/20/21 - 5/19/21	\$444.43	13,900		22900	\$74.07	\$63.49	3817	3271
Jul-21	6/21/2021	7/13/2021	5/20/21 - 6/16/21	\$617.89	22,900		48200	\$102.98	\$88.27	8033	6886
Aug-21	7/23/2021	8/16/2021	6/17/21 - 7/20/21	\$995.08	44,000		51000	\$165.85	\$142.15	8500	7286
Sep-21	8/20/2021	9/13/2021	7/21/21 - 8/16/21	\$698.89	27,600		41200	\$116.48	\$99.84	6867	5886
Oct-21	9/24/2021	10/18/2021	8/17/21 - 9/18/21	\$944.50	41,200		39400	\$157.42	\$134.93	6567	5629
Nov-21	10/25/2021	11/16/2021	9/19/21 - 10/20/21	\$912.00	39,400		41800	\$152	\$130.29	6967	5971
Dec-21	11/22/2021	12/14/2021	10/21/21 - 11/17/21	\$945.99	41,800		26400	\$157.67	\$135.14	4400	3771
Jan-22	12/20/2021	1/11/2022	11/18/21 - 12/17/21	\$665.93	26,400		52600	\$110.99	\$95.13	8767	7514
Feb-22	1/24/2022	2/15/2022	12/18/21 - 1/19/22	\$1,202.30	52,600		141000	\$200.38	\$171.76	23500	20143
Mar-22	2/24/2022	3/18/2022	1/20/22 - 2/16/22	\$1,614.06	141,100	70,500	108800	\$269.01	\$230.58	18133	15543
Apr-22	3/21/2022	4/12/2022	2/17/22 - 3/16/22	\$2,383.61	108,800		60200	\$397.27	\$340.52	10033	8600
May-22	4/26/2022	5/18/2022	3/17/22 - 4/20/22	\$1,411.41	60,200		34500	\$235.34	\$201.63	5750	4929
Jun-22	5/20/2022	6/13/2022	4/21/22 - 5/18/22	\$482.92	31,000		10900	\$80.49	\$68.99	1817	1557
Jul-22	6/20/2022	7/12/2022	5/19/22 - 6/16/22	\$592.83	14,400		19300	\$98.05	\$84.69	3217	2757
Aug-22	7/21/2022	8/12/2022	6/17/22 - 7/20/22	645.74	19,300		21900	\$107.62	\$92.25	3650	3129
Sep-22	8/19/2022	9/12/2022	7/21/22 - 8/17/22	653.89	21,900		22300	\$108.98	\$93.41	3717	3186
Oct-22	9/22/2022	10/14/2022	8/18/22 - 9/19/22	526.79	22,300		15800	\$87.80	\$75.25	2633	2257
Nov-22	11/22/2022	12/14/2022	10/20/22 - 11/16/22	493.05	14,400		14400	\$82.18	\$70.44	2400	2057
Dec-22	12/16/2022	1/9/2023	11/17/22 - 12/15/22	519.53	15,500		15500	\$66.62	\$57.09	2583	2214
Jan-23	1/19/2023	2/10/2023	12/16/22 - 1/17/23	703.63	24,200		24200	\$45.44	\$38.93	4033	3457
Feb-23											

* Revised Usage numbers reflect what is printed on written bills
 *(these numbers are consistent with the website usage reports which I downloaded)

* this also seems abnormally high

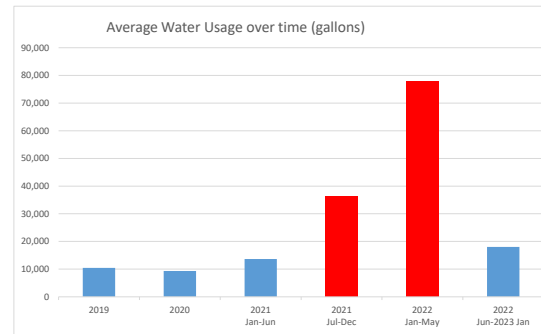
* this is where the meter really stops making sense

This month's bill was adjusted by PAAW
 PAAW claiming this is a 'normal' bill and usage.
 PAAW claiming this is a 'normal' bill and usage.
 * reflects partial month with new meter

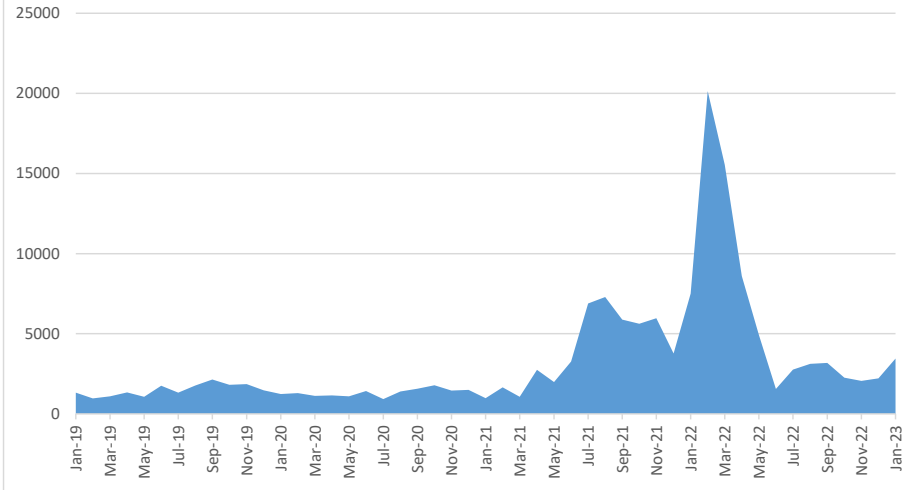
17433.3333

Average Water Usage Over Time

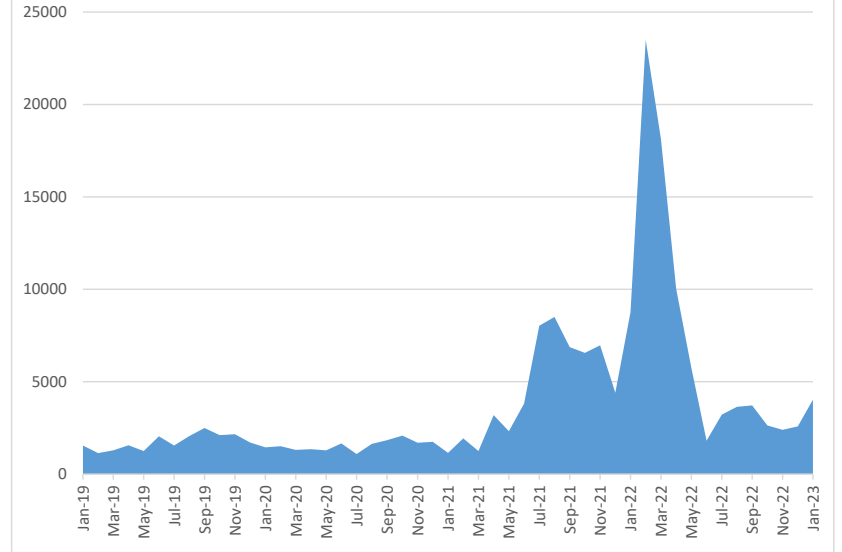
Year	Total
2019	10,475
2020	9,333
2021	
Jan-Jun 2021	13,667
Jul-Dec 2021	36,150
Jan-May 2022	77,820
Jun-2023 Jan	18,038



Gallons per bedroom per month



Gallons per unit per month



Statement	Date	Metered Dates	Monthly Bill	Total Bill	Late Charges	Payment Amount	Notes
Jan				353.06			
	1/6/2021					353.06	
Feb	2/12/2021	12/16-1/18	376.36	376.36			
Mar	3/12/2021	1/19-2/17	354.12	730.48			
	3/1/2021					730.48	
Apr	4/13/2021	2/18-3/17	287.44	287.44			
	4/8/2021					287.44	
May	5/18/2021	3/18-4/19	541.45	541.45			
	5/12/2021					541.45	
Jun	6/15/2021	4/20-5/19	444.43	444.43			
	6/7/2021					444.43	
	6/29/2021					617.89	
Jul	7/13/2021	5/20-6/21	617.89	617.89			
Aug	8/16/2021	6/17-7/20	995.08	995.08			
Sep	9/13/2021	7/21-8/16	698.89	1,708.90	14.93		This is when I first called and was told they couldn't check meters due to covid.
Oct	10/18/2021	8/17-9/18	944.50	2,679.03	25.63		This is around the time I was advised to pay what I think the bill should be.
	9/28/2021					354.12	Aug ballpark payment
	9/28/2021					354.12	Sep ballpark payment
	9/28/2021					354.12	Oct ballpark payment
Nov	11/16/2021	9/19-10/20	912.00	2,552.92	24.25		
	11/5/2021					300.00	Nov ballpark payment
Dec	12/14/2021	10/21-11/17	945.99	3,232.70	33.79		
	12/9/2021					300.00	Dec ballpark payment
Jan	1/11/2022	11/18-12/17	665.93	3,598.63			
	1/21/2022					300.00	Jan ballpark payment
Feb	2/15/2022	12/18-1/19	1,202.30	4,554.90	53.97		Finally they say they can check the meter and I schedule a service call.
	2/16/2022					300.00	Feb ballpark payment
Mar	3/18/2022	1/20-2/16	1,614.06	5,868.96			
	3/2/2022					300.00	Mar ballpark payment
Apr	4/12/2022	2/17-3/16	2,383.61	7,952.57			I called, they offered to look at doing an adjustment. I find out later they only adjust 1 month.
Apr - adjusted	4/18/2022		861.97	7,090.60			The adjusted April bill is \$861.97 lower than the one I received 6 days prior.
	4/28/2022					500.00	Apr ballpark payment
May	5/18/2022	3/17-4/20	1,411.41	8,100.87	98.86		
	6/6/2022					500.00	May ballpark payment. Meter replaced 6/7/22.
June	6/13/2022	4/21-5/18	822.93	8,423.80			
	6/28/2022					482.92	Paid actual service charge billed for July
July	7/12/2022	5/19-6/16	482.92	8,525.57	118.85		
totals			16,916.34		370.28	7,020.03	

7/28/2022

Jeremy Lopez
AJL Construction
Business Number PA158138

1143 Northern Blvd PMB 132
South Abington Twp, PA 18411

To whom it may concern,

I've been doing work for Greg Merritt/Freiheit Properties for several years now. Last September he asked me to check for leaks at 622 N Main after a high water bill - and I found none.

He has repeatedly asked me to recheck all the units since then which I have done multiple times, sinks/toilets/showers as well as the basement and heating system for leaks.

I have only found 2 very minor issues, a drip in the basement and a potentially running toilet (not running when I checked it) which were both addressed. Neither of these would account for the enormous water bills Greg showed to me.

As he mentioned the water usage numbers claimed by the water company, I immediately suspected a faulty meter and told him so in September. Over the course of this year, the numbers only confirmed my belief that the problem was the water meter.

This is just a 6 unit building, and it has no leaks, no water in the basement or yard. The usage numbers Greg told me he is being billed for make no sense with what I have observed multiple times with multiple inspections at 622 N Main. The only conclusion I can make is that the problem was a faulty water meter.

See service History below.



Jeremy Lopez (Jul 29, 2022 13:48 EDT)

Jeremy Lopez
Owner
AJL Construction

AJL Construction

622 N Main Service History:

Aug 11 2021

Worked at 622 N Main on Apartment 5. Did not notice anything unusual with the water in Apartment 5 or in the building.

Aug 13 2021

Continued work at 622 N Main, noticed nothing unusual about the water.

Aug 29 2021

Additional sheetrock and apartment work, noticed nothing unusual about water flow.

Sept 7 2021

Asked about high water bill. Asked to check building for leaks.

Sept 8 2021

Checked entire building for leaks - all showers, sinks, toilets, heaters, water heater, basement. No leaks or running toilets found.

Nov 29, 2021

Worked on back porch roof at 622 N Main, also checked the stove in Apt 2. Noticed nothing unusual about the water.

Dec 8, 2021

Checked backflow valve at 622 N Main. Checked out ok. Checked all units for leaks, none found.

Feb 17, 2022

Checked for leaks after Greg spoke with the water company and they claim there is a running toilet.

Checked all toilets. None of the 5 units. 1 older flap were replaced, just in case it was leaking intermittently, but I didn't see it running.

The 6th unit, apartment 2, the tenant said her toilet sometimes leaks. I replaced the flap and the valve also, but it wasn't running when I was there.

All other apartment valves were fairly new and working fine.

Feb 26, 2022

Also checked furnace for leaks, none found.

March 1, 2022

Again asked about leaks and a high water bill. Checked the building all units no leaks or running toilets, no leaks in the basement, water pressure good, everything ok.

March 15, 2022

Discussed adding a water meter to check the water company meter.

March 25, 2022

A small leak found in the basement, an old shower with a very slow drip. Fixed the leak. Guessing max 1000 gallons per month, probably less.

May 25, 2022

Met with water company for reading at 622 N Main. Checked for leaks, none found. Handed phone to Greg so he could talk with guy from water company, who told him about swapping out the meter.

May 26, 2022

Installed a second water meter for Greg to verify water flow. Also checked all units for leaks and running toilets, none found.

Jun 7, 2022

Met with water company and watched new digital meter being installed.







622_N_Main_Freiheit_Water_Meter

Final Audit Report

2022-07-29

Created:	2022-07-29
By:	Gregory Merritt (gmerritt@deallookup.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAJI6M3mqHga2Diy1bjgV6S31qC6tO1Xt5

"622_N_Main_Freiheit_Water_Meter" History

-  Document created by Gregory Merritt (gmerritt@deallookup.com)
2022-07-29 - 2:12:14 PM GMT- IP address: 172.98.32.8
-  Document emailed to jeremylopezfinancial@gmail.com for signature
2022-07-29 - 2:13:57 PM GMT
-  Email viewed by jeremylopezfinancial@gmail.com
2022-07-29 - 5:47:37 PM GMT- IP address: 104.28.77.164
-  Signer jeremylopezfinancial@gmail.com entered name at signing as Jeremy Lopez
2022-07-29 - 5:48:26 PM GMT- IP address: 174.247.80.114
-  Document e-signed by Jeremy Lopez (jeremylopezfinancial@gmail.com)
Signature Date: 2022-07-29 - 5:48:27 PM GMT - Time Source: server- IP address: 174.247.80.114
-  Agreement completed.
2022-07-29 - 5:48:27 PM GMT

PAWC Exhibit 1

PENNSYLVANIA AMERICAN WATER ACCOUNT STATEMENT

Customer: Gregory Merritt
 Address: 622 N Main Ave
 Acct. No.: 220036317129

Connect Date: 11/11/2020 water
 11/11/2020 Sewer

SVC TO	DAYS	MTR RDG	TYPE	CONS	ADC	WATER AMT	SEWER	DUE DATE	LPC	PAYMENT	DATE	BALANCE	COMMENTS
												\$8,982.24	
3/16/2023	28	1829	A	22,100	789.29	\$347.92	\$591.67	4/10/2023				\$8,982.24	
										\$876.51	3/6/2023	\$8,042.65	
2/16/2023	30	1608	A	23,500	783.33	\$343.91	\$532.60	3/13/2023				\$8,919.16	
										\$703.98	1/26/2023	\$8,042.65	
1/17/2023	33	1373	A	24,200	733.33	\$319.52	\$384.46	2/10/2023				\$8,746.63	
										\$519.53	12/28/2022	\$8,042.65	
12/15/2022	29	1131	A	15,500	534.48	\$231.73	\$287.80	1/9/2023				\$8,562.18	
										\$493.05	12/12/2022	\$8,042.65	
11/16/2022	28	976	A	14,400	514.29	\$217.18	\$275.87	12/14/2022				\$8,535.70	
										\$526.75	11/8/2022	\$8,042.65	
10/19/2022	30	832	A	15,800	526.67	\$229.84	\$296.91	11/14/2022				\$8,569.40	
										\$653.89	10/10/2022	\$8,042.65	
9/19/2022	33	674	A	22,300	675.76	\$292.22	\$361.67	10/14/2022				\$8,696.54	
										\$645.74	9/12/2022	\$8,042.65	
8/17/2022	28	451	A	21,900	782.14	\$288.42	\$357.32	9/12/2022				\$8,688.39	
										\$592.83	8/3/2022	\$8,042.65	
7/20/2022	34	232	A	19,300	567.65	\$267.49	\$325.34	8/12/2022				\$8,635.48	
										\$482.92	6/27/2022	\$8,042.65	
6/16/2022	29	13925/39	A/A	14,400	496.55	\$212.15	\$270.77	7/12/2022				\$8,525.57	Meter Change 6/7/2022
								7/12/2022	\$118.85			\$8,042.65	5257970 out 13925, 63851480 In 00000
										\$500.00	6/6/2022	\$7,923.80	
5/18/2022	28	13820	A	31,000	1107.14	\$376.68	\$446.25	6/13/2022				\$8,423.80	
										\$500.00	4/28/2022	\$7,600.87	
4/20/2022	35	13510	A	60,200	1720.00	\$653.12	\$758.29	5/18/2022				\$8,100.87	
								5/18/2022	\$98.86			\$6,889.46	
										\$500.00	4/4/2022	\$6,590.60	
3/25/2022						-\$861.97		3/25/2022				\$7,090.60	Courtesy Leak Adjustment
3/16/2022	28	12908	A	108,800	3885.71	\$1,270.28	\$1,113.33	4/12/2022				\$7,952.57	
										\$300.00	3/1/2022	\$5,568.96	
2/16/2022	28	11820	A	70,500	2517.86	\$749.76	\$864.30	3/18/2022				\$5,868.96	
										\$300.00	2/15/2022	\$4,254.90	
1/19/2022	33	11115	A	52,600	1593.94	\$577.30	\$625.00	2/15/2022				\$4,554.90	
								2/15/2022	\$53.97			\$3,352.60	
										\$300.00	1/21/2022	\$3,298.63	
12/17/2021	30	10589	A	26,400	880.00	\$327.72	\$338.21	1/11/2022				\$3,598.63	
										\$300.00	12/9/2021	\$2,932.70	
11/17/2021	28	10325	A	41,800	1492.86	\$473.65	\$472.34	12/14/2021				\$3,232.70	
								12/14/2021	\$33.79			\$2,286.71	
										\$300.00	11/5/2021	\$2,252.92	
10/20/2021	32	9907	A	39,400	1231.25	\$452.44	\$459.56	11/16/2021				\$2,552.92	
								11/16/2021	\$24.25			\$1,640.92	
										\$1,062.36	9/28/2021	\$1,616.67	
9/18/2021	33	9513	A	41,200	1248.48	\$469.44	\$475.06	10/18/2021				\$2,679.03	
								10/18/2021	\$25.63			\$1,734.53	
8/16/2021	27	9101	A	27,600	1022.22	\$340.95	\$357.94	9/13/2021				\$1,708.90	
								9/13/2021	\$14.93			\$1,010.01	
7/20/2021	34	8825	A	44,000	1294.12	\$495.90	\$499.18	8/16/2021				\$995.08	
										\$617.89	6/29/2021	\$0.00	
6/16/2021	28	8385	A	22,900	817.86	\$296.22	\$321.67	7/13/2021				\$617.89	
										\$444.43	6/7/2021	\$0.00	
5/19/2021	30	8156	A	13,900	463.33	\$203.67	\$240.76	6/15/2021				\$444.43	
										\$541.45	5/12/2021	\$0.00	

TYPE CODES: A - ACTUAL C - CUSTOMER R - REMOTE READ IA - INITIAL (ACTUAL) FA - FINAL (ACTUAL)
 E - ESTIMATE M - MANUAL IE - INITIAL (ESTIMATE) FE - FINAL (ESTIMATE)
 K - ADJUSTED READING S - SERVICE ORDER D - RADIO FREQUENCY IM - INITIAL (MANUAL) FM - FINAL (MANUAL)

PENNSYLVANIA AMERICAN WATER ACCOUNT STATEMENT

Customer: Gregory Merritt
 Address: 622 N Main Ave
 Acct. No.: 220036317129

Page 2

SVC TO	DAYS	MTR RDG	TYPE	CONS	ADC	WATER AMT	SEWER	DUE DATE	LPC	PAYMENT	DATE	BALANCE	COMMENTS
4/19/2021	33	8017	A	19,200	581.82	\$259.79	\$281.66	5/18/2021				\$541.45	
										\$287.44	4/8/2021	\$0.00	
3/17/2021	28	7825	A	7,500	267.86	\$118.23	\$169.21	4/13/2021				\$287.44	
										\$730.48	3/1/2021	\$0.00	
2/17/2021	30	7750	A	11,600	386.67	\$166.92	\$187.20	3/12/2021				\$730.48	
1/18/2021	34	7634	A	13,100	385.29	\$185.27	\$191.09	2/12/2021				\$376.36	
										\$353.06	1/6/2021	\$0.00	
12/15/2020	35	7503	A	10,300	294.29	\$149.18	\$173.88	1/8/2021				\$353.06	
						\$30.00						\$30.00	Activation Fee
												\$0.00	

PAWC EXHIBIT 2

✕ < **9240326885** >

On Demand Read Tasks Swap

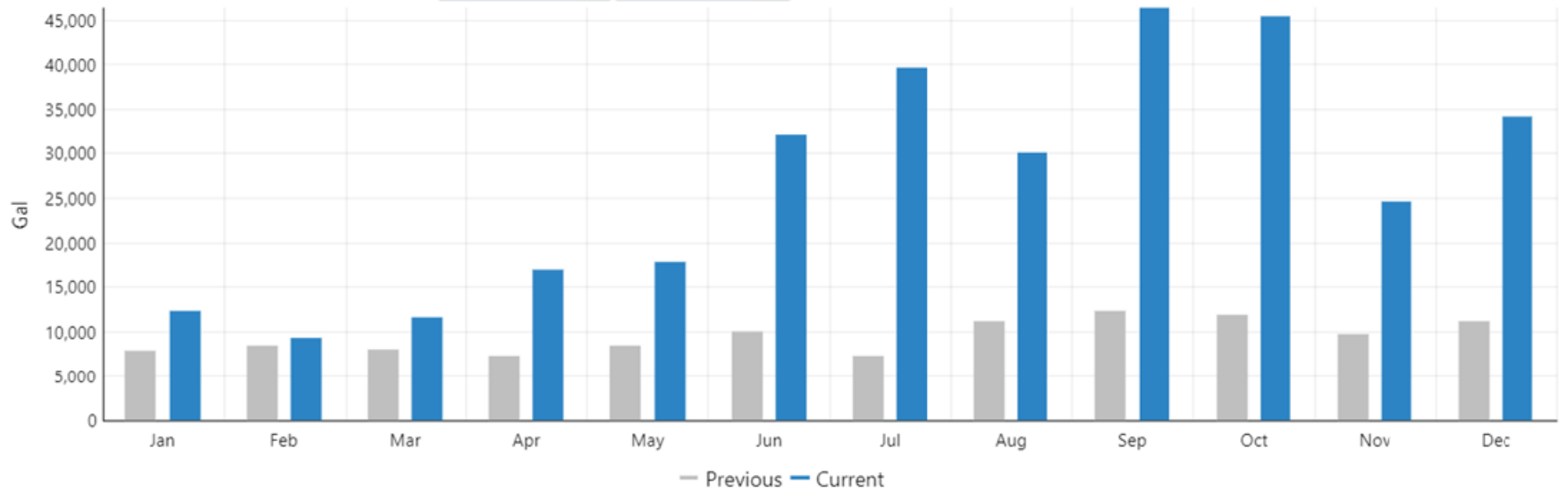
Account Holder :
Potish, Joan

Address :
622 N Main Ave · Scranton , PA · 18504

Water Consumption

Current status : OK	Last Reading : 207,526.5	Last Read Date : 4/18/2023 00:00	Flow Rate :
-------------------------------	------------------------------------	--	--------------------

Data view: Hourly Daily **Monthly** Start date: 1/1/2021 End date: 12/31/2021 Compare to previous: Month **Year** Line graph



Meters

Meter list

92403268
85

✕ < **9240326885** >

On Demand Read

Tasks ▾

Swap ▾

Account Holder :
Potish, Joan

Address :
622 N Main Ave · Scranton, PA · 18504

Water Consumption

Current status :
OK

Last Reading :
207,526.5

Last Read Date :
4/18/2023 00:00

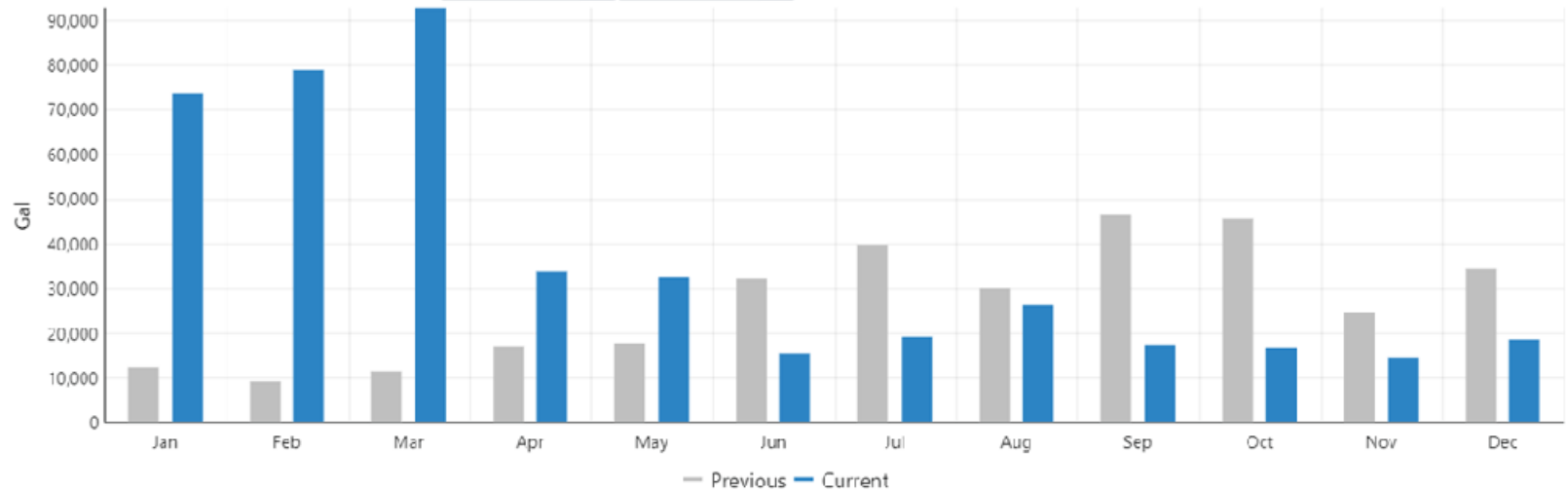
Flow Rate :

Data view: Hourly Daily **Monthly**

Start date: < 1/1/2022 End date: 12/31/2022 >

Compare to previous: Month **Year**

Line graph



PAWC Exhibit 3

Service order 523100569 ILK

02/16/22

[Hooksb] [2022-02-16 12:53:40 EST]

Premise:

- Meter Location - Inside, Front Left Side, Cellar/Basement
- Reading Device Location - Outside, Right Side Front, Wall

Meter:

- 52527970 - Register 01 - RF/MIU - 4739690
- 52527970 - Register 01 - Collection Type - Mueller - RF-AMI-FixedNetwork
- 52527970 - Register 01 - New Meter Reading - - 11823

Field:

- Customer Side Service line Material - No
- Service Found - I01 ON at Curb Stop
- Service Left - I01 ON at Curb Stop
- Operated Control Point - C02 (No)
- 52527970 Meter Activities - Read Meter
- Tested Meter In Place
- Leak Inspection - Customer Issue

Completion:

- Status - Complete
- Miscellaneous/Review Comments -

Spoke with customer about usage. Landlord was not on premise but I did send him 2 pictures of the detailed meter usage. Customer understands that he is responsible for the water usage. Advised customer to have his plumber investigate further into what the issue may be.

Service order 523584626 RBL

04/25/2022

[hildebt] [2022-04-25 08:53:31 EDT]

Premise:

- Meter Location - Inside, Front Left Side, Cellar/Basement
- Reading Device Location - Outside, Right Side Front, Wall

Meter:

- 52527970 - Register 01 - RF/MIU - 4739690
- 52527970 - Register 01 - Collection Type - Mueller - RF-AMI-FixedNetwork
- 52527970 - Register 01 - New Meter Reading - - 13534

Field:

- Customer Side Service line Material - No
- Service Found - I01 ON at Curb Stop
- Service Left - I01 ON at Curb Stop
- Operated Control Point - C02 (No)
- 52527970 Meter Activities - Read Meter

Completion:

- Status - Complete
- Miscellaneous/Review Comments –

Service order 523782729 CKM

5/24/2022

[domenij] [2022-05-24 09:04:37 EDT]

Premise:

- Meter Location - Inside, Front Left Side, Cellar/Basement
- Reading Device Location - Outside, Right Side Front, Wall

Meter:

- 52527970 - Register 01 - RF/MIU - 4739690
- 52527970 - Register 01 - Collection Type - Mueller - RF-AMI-FixedNetwork
- 52527970 - Register 01 - New Meter Reading - - 13850

Field:

- Customer Side Service line Material - No
- Service Found - I01 ON at Curb Stop
- Service Left - I01 ON at Curb Stop
- Operated Control Point - C02 (No)
- 52527970 Meter Activities - Read Meter

Completion:

- Status - Incomplete
- Incomplete Reason Category - Access
- Incomplete Reason - CALLED CUSTOMER - NO ANSWER
- Miscellaneous/Review Comments -

This is a multi unit property. I called the customer twice but did not get an answer. I knocked on the door to apartments 1, 2 and 3 but nobody came to the door. Customer will need to notify a tenant to allow us to gain access to the meter or be present at the property.

Service order 523846516 CMR

6/7/2022

mendezac] [2022-06-07 10:14:04 EDT]

Premise:

- Meter Location - Inside, Front Left Side, Cellar/Basement
- Reading Device Location - Outside, Right Side Front, Wall

Meter:

- 52527970 - Register 01 - RF/MIU - 4739690
- 52527970 - Register 01 - Collection Type - Mueller - RF-AMI-FixedNetwork
- 52527970 - Register 01 - New Meter Reading - - 13925
- 52527970 Meter Replaced -
- 63851480 - Register 01 - RF/MIU - -
- 63851480 - Register 01 - New Meter Reading - 00000
- 63851480 - Register 01 - Read Type has Changed to - Mueller -RF-AMI-Fixed Network
- 63851480 - Register 01 - TP/Encoder Id - -
- 63851480 - Register 01 - RF/MIU - 4739690

Field:

- Service Left - I01 ON at Curb Stop
- Operated Control Point - C02 (No)
- 63851480 Meter Reasons - Customer Request
- Service Found - I01 On at Curb Stop
- Customer Side Service line Material - No
- 63851480 Meter Actions - Maintain
- Maintain
- Maintain
- Replace
- 63851480 Meter Activities - Replaced Meter

- Re-read / Inspected with Customer

check meter movement change water meter still running customer have leak

Completion:

- Status - Complete

- Miscellaneous/Review Comments -

Service order 523925350 PST

06/08/22

[farrelc] [2022-06-08 16:38:43 EDT]

Premise:

- Meter Location - Inside, Front Left Side, Cellar/Basement
- Reading Device Location - Outside, Right Side Front, Wall

Meter:

Field:

Completion:

- Status - Complete
- Miscellaneous/Review Comments -

Service order 524072396 ILK

07/05/2022

[mariond] [2022-07-05 14:03:30]

Premise:

- Meter Location changed to - Inside Front Left, Cellar/Basement

Activity:

- Company Action -
- Service Found - I01 ON at Curb Stop
- Service Left - I01 ON at Curb Stop
- Operated Control Point - C02 (No)

Meter:

- Meter : 00000000063851480 - Register 01 - Reading changed to -00147
- Meter:00000000063851480 - Category: Maintain - Option: Read Meter
- Meter:00000000063851480 - Category: Maintain - Option: Tested MeterIn Place
- Meter:00000000063851480 - Category: Maintain - Option: Verified NoMovement on Meter

Inspection:

- Customer Side Service Line Material - Copper
- Customer Side Service Line - Yes
- Customer Side Leak - No
- Premise pass sewer inspection - Did Not Inspect

Complete:

- Status - COMP
- Miscellaneous/Review Comments - 7 unit apt, no spikes showing possibility of leak. New meter changed 6/7 and usage at property went back to normal. System shows usage in middle of the night but 2 tenants start their shifts between the hours of midnight and 4. Tested new meter in place by all tenants holding off on using water for 15 mins and I verified no movement on meter. MR 00147

PAWC Exhibit 4

3853198 07/26/2022

Reason for Contact: BILLING DISPUTES (# 18)

07/05/2022 THE UTILITY ONLY LOOKED BACK ONE MONTH OF HISTORY WHICH IS MAY, AND THEY CLAIM THE WATER USAGE WAS SIMILAR AND THEREFORE BOTH THE OLD AND NEW METERS ARE WORKING CORRECTLY. PAWC IS DEMANDING FULL PAYMENT. BUT I HAD A LARGE FAMILY MOVE OUT IN EARLY MAY. EVEN A FAULTY METER I ASSUME IS STILL BASED SOMEWHAT ON ACTUAL READINGS, AND THIS COULD EASILY ACCOUNT FOR THE DIFFERENCE

18 – HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF . STARTING IN JULY 2021 MY WATER BILL STARTED RISING SUBSTANTIALLY (2-10 TIMES NORMAL!). I CONTACTED PAWC, AND THEY SAID DUE TO COVID THEY COULDN'T CHECK THE WATER METER SO I SHOULD PAY WHAT I THOUGHT THE BILL SHOULD BE - WHICH I DID (I HAVE PAID BETWEEN 300 AND 500 EVERY MONTH DURING THIS ENTIRE PERIOD OF TIME, WHICH IS IN LINE WITH THE BUILDING HISTORY). I HAD MY PLUMBER CHECK THE BUILDING NUMEROUS TIMES - NO LEAKS, NO RUNNING TOILETS. MY PLUMBER SUSPECTED A FAULTY METER. PAWC DIDN'T CHECK MY METER TILL FEBRUARY - A 5 MONTH DELAY - (EVEN THOUGH THEY REPLACED ALL THE METERS IN ANOTHER BUILDING I HAVE JUST DOWN THE STREET IN OCTOBER!). BUT IT WASN'T A REAL CHECK HOWEVER - ONLY A REMOTE READING OF THE FAULTY METER. IT WASN'T UNTIL JUNE 7 2022 (AN ADDITIONAL 4 MONTH DELAY) THAT THEY FINALLY REPLACED THE METER - AND READINGS HAVE SINCE COME BACK TO A NORMAL RANGE. I HAVE A 2 YEAR PRIOR HISTORY OF USAGE, AS WELL AS THE MONTHS FROM NOV 2020 WHEN I BOUGHT THE BUILDING TO JULY 2021 WHEN THE WATER USAGE STARTED TO SKYROCKET. THE NUMBERS THAT PAWC IS CLAIMING JUST SIMPLY MAKE NO SENSE. PAWC CAUSED TREMENDOUS AND UNNECESSARY DELAYS WITH THEIR COVID RULES AND THEIR LACK OF INTEREST IN PHYSICALLY REPLACING THE SUSPECTED FAULTY METER

- RELIEF SOUGHT - PAWC IS DEMANDING FULL PAYMENT ON THESE FAULTY METER READINGS, WHICH IS NOW \$8000. I WANT THIS \$8000 IN FICTITIOUS CHARGES REMOVED. THERE WERE NO LEAKS, JUST A FAULTY METER - AND THE WATER COMPANY IS RESPONSIBLE FOR SO MANY RIDICULOUS DELAYS IN PHYSICALLY CHECKING AND SWAPPING OUT THE METER FOR TESTING. I'VE HAD MY PLUMBER OUT TO THE BUILDING JUST TO CHECK FOR LEAKS ABOUT

000001

A HALF DOZEN TIMES SINCE SEPTEMBER 2021 - NO LEAKS, NO RUNNING TOILETS, NO WATER IN THE BASEMENT OR YARD. THE CELL PHONE NUMBER (908) 884 - 4516 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS GMERRITT@DEALOOKUP.COM HAS BEEN ALLOWED TO BE SHARED.

08/16/2022 12:12 Galen Shaner
submitted report to PUC, attached to BPEM

08/24/2022 10:54 Loletta Pautler
PUC rendered decision for case 3853198 on 08/23/2022:

VERBAL CLOSE: CUSTOMER GREGORY MERRITT CALLED AFTER RECEIVING TEXT MESSAGE FROM PUC. CUSTOMER IS DISPUTING METER READINGS FROM APRIL 2021 TO JUNE 2022, STATING READINGS ARE NOT IN LINE WITH OTHER PERIODS. CUSTOMER CONFIRMED THIS WAS A COMMERCIAL ACCOUNT. I INFORMED CUSTOMER THAT THE PUC HAS NO JURISDICTION OVER COMMERCIAL ACCOUNT BILLING DISPUTES AT THE INFORMAL LEVEL; REFERRED TO SMALL BUSINESS MEDIATION.

Note

08/10/2022 18:23:43 ROSSM1

Customer call was not related to dispute
Customer survey info captured

Note

08/10/2022 18:23:43 ROSSM1

Gregory Merritt / 220036317129

622 N Main Ave , Scranton , PA

9088844516

PUC Open complaint

customer called to verify

satisfied customer hung up

CUSTOMER CONFIRMED EMAIL ADDRESS. CUSTOMER THANKED PUC FOR PROVIDING
ADDITIONAL INFORMATION. CLOSING CASE.

Note

07/27/2022 12:54:05 MCMENAJ

ZC46 - CS - State Customer Advocacy - NSI
07/27/2022 12:42 John Mcmenamin

PA customer advocacy review of notification 325198084. Customer move in created. Incorrect mywater form generated. Closed case.

Original notification: 325198084

07/13/2022 10:32:41 EST (SYS_MW2)

Have you or somebody on your behalf already contacted American Water for this service? - No

Will you be the responsible party at the time the service is connected? - Yes

Services to begin: Water

Contact Person Name - Gregory Merritt

Relationship to Customer -

E-mail Address - gmerritt@deallookup.com

Phone - 9088844516

Ext -

Notes:

Main Extension?: Im not sure

NSI Request Type : Add New Service

Premise Id : 9240326875

Premise Address : 530 N Main Ave,Scranton,PA

Mailing Address : 55 W 25th St Apt 19c,New York NY,10010

07/13/2022 14:00:59 EST (COLEMAM1)

Called Greg Merritt (owner) back. He was trying to get the water bill in his name for both premises (1st floor: 9240326874; NSI#:32 5198080) (2nd floor: 9240326875) The sewer has been switched to his name. Sent an email to CSCSUP email address. Will verify tomorrow that information has been updated

07/14/2022 08:59:58 EST (COLEMAM1

)

CSC reached out and updated the information with Greg. I verified that it was updated.

Note

07/15/2022 10:42:44 GREENPL

ZC18 - CS - Account Resolution Team Follow-up

07/14/2022 15:05 Thomas Wright

Gregory Merritt

9088844516

Customer complains that the issue started in June of 2021, with higher than normal usage reported, but AWW was not doing inside

work (due to covid), and could not get the meter checked/replaced until June of 2022. Customer is demanding the usages from June

2021 thru June of 2022 to be adjusted or he will seek legal recourse. Impacted bills:

June '21, 5/20-6/16, 22900 Gallons

July '21, 6/17-7/20, 44000 Gallons

Aug '21, 7/21 - 8/16, 27600 Gallons

Sep '21, 8/17 - 9/18, 41200 Gallons

Oct '21, 9/19 - 10/20, 39400 Gallons

Nov '21, 10/21 - 11/17, 41800 Gallons

Dec '21, 11/18 - 12/17, 26400 Gallons

Jan '22, 12/18 - 1/19, 52600 Gallons

Feb '22, 12/20 - 2/16, 70500 Gallons

March '22, 2/17 - 3/16, 108800 Gallons

Apr '22, 3/17 - 4/20, 60200 Gallons

May '22, 4/21 - 5/18, 31000 Gallons

The new meter, 63851480, reads from 6/7 - 6/16 at 3900 gallons. Based on the 11 day timeframe, comes to an average of 354.

Calculated to be 10620 for a 30-day time period (based on calculation reading). Customer wants this calculation used for a mass

leak adjustment.

07/15/2022 10:34 .

07/15/2022***ART***Greenpl

Called and left message for customer. Review shows reading verified and water use correct. Even on new meter customer still using hundreds of gallons per day on this meter. Old meter was tested and fell within the guidelines of PUC. Sent UCR and account statement. Updated holds. Case closed.

07/15/2022 10:05 .

07/15/2022***ART***Greenpl

See case # 1050826441. Closing duplicate case.

Note

07/14/2022 15:14:20 WRIGHTT2

ZC20 - CS - Supervisor Follow-up

07/13/2022 10:49 Ariyonu Moss

Gregory Merritt called in regards to acct bill; broken meter ; replaced in Jun water usage is normal; needs bill fix

Email: gmerritt@deallookup.com

Primary Phone: (908) 884-4516

07/14/2022 15:09 Thomas Wright

Replaced meter in June. Requesting bill corrections.

Research indicates usage is still in line with their normal bill prior to the high bill in March. April and May show usage on a

downward trend. This appears to be a temporary leak/usage issue, NOT a meter issue.

Spoke with customer, customer complains that the issue started in June of 2021, with higher than normal usage reported, but AWW was

not doing inside work (due to covid), and could not get the meter checked/replaced until June of 2022.

Customer is demanding the

usages from June 2021 thru June of 2022 to be adjusted or he will seek legal recourse.

BPEM to ART sent. Placed new 30-day locks.

Note

07/13/2022 19:33:30 WALMSLRH

BPEM Case 1050785279 of type "Request for Combined Billing" was created and assigned to

LL wants combined billing

Note

07/13/2022 19:31:15 WALMSLRH

000007

Outbound Call:

I called Mr. Gregory Merritt at phone # 908-884-4516 to set up services for water on premise # 9240326875. The sewer is already in his name. These are unbundled, he is wanting to bundle.

Note

07/13/2022 19:30:53 WALMSLRH

Moves Process Name : NewContracts

Service Order Fees : 30.00

Special Handling has been requested for . Customer notified that Spec. Handl. does not guarantee service on requested day.

Sewer Deposit: \$ 0.00

Svc Order 000524204224 of type " Turn ON_Read to start Billing " was created on 07/13/2022.

Customer Moved In on : 07/14/2022

Contract Account:

Premise: 9240326875

User ID: WALMSLRH

Delinquency Check Continue Reason - Confirmed BP not Responsible

Welcome Letter was Sent

Note

07/13/2022 10:50:44 MOSSA

Gregory Merritt called in regards to acct bill; broken meter ; replaced in Jun water usage is normal; needs bill fix

Email: gmerritt@deallookup.com

Primary Phone: (908) 884-4516

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

Note
06/27/2022 12:10:13 PUCKETR1

Inbound/Outbound call:inbound

Name/Relationship:Gregory Merritt

Address:1217 S Main Ave
Scranton, PA 18504

Phone: (908) 884-4516

Email:gmerritt@deallookup.com

Issue:
called to set up multiple accounts on auto pay
Resolution:
forwarded the call
Balance on account:\$203.24

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

Note
06/27/2022 11:37:48 NEWBERD

Business lock applied successfully

Note
06/27/2022 11:37:48 NEWBERD

Business lock applied successfully

Note
06/27/2022 11:37:49 NEWBERD

Inbound/Outbound call:

Gregory Merritt
Customer Type: Commercial
Account Status: Active
Credit Worthiness: 149 - Medium Risk
Email: gmerritt@deallookup.com
Primary Phone: (908) 884-4516

Balance on account:8525.57

Verified/Updated heat type:N

Reviewed Notice:N

Updated ATP:N

Category:N

New IP Created:N

Catch-Up/Reconnect Amount Quoted: N

Catch-Up/Reconnect Plan Created:N

Provided Help Agency Info:N

Discussed Med Cert:N

Customer Dispute:Y

Provided PUC Info:N

Issue: Customer states meter is bad, wants adjustment now that his bill is looking better.

Resolution:scheduled ILK

Satisfied?: Y

Inbound/Outbound call:

Gregory Merritt

Customer Type: Commercial

Account Status: Active

Credit Worthiness: 149 - Medium Risk

Email: gmerritt@deallookup.com

Primary Phone: (908) 884-4516

Balance on account:8525.57

Verified/Updated heat type:N

Reviewed Notice:N

Updated ATP:N

Category:N

New IP Created:N

Catch-Up/Reconnect Amount Quoted: N

Catch-Up/Reconnect Plan Created:N

Provided Help Agency Info:N

Discussed Med Cert:N

Customer Dispute:Y

Provided PUC Info:N

Issue: Customer states meter is bad, wants adjustment now that his bill is looking better.

Resolution:scheduled ILK

Satisfied?: Y

Business lock applied successfully

BPEM Case 1050272381 of type PA State Customer Advocacy has been created. Inbound/Outbound call:

Gregory Merritt

Customer Type: Commercial

Account Status: Active

Credit Worthiness: 149 - Medium Risk

Email: gmerritt@deallookup.com

Primary Phone: (908) 884-4516

Balance on account:8525.57

Verified/Updated heat type:N

Reviewed Notice:N

Updated ATP:N

Category:N

New IP Created:N

Catch-Up/Reconnect Amount Quoted: N

Catch-Up/Reconnect Plan Created:N

Provided Help Agency Info:N

Discussed Med Cert:N

Customer Dispute:Y

Provided PUC Info:N

Issue: Customer states meter is bad, wants adjustment now that his bill is looking better.

Resolution:scheduled ILK

Satisfied?: Y

Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? – Yes

Note

06/10/2022 13:19:08 COLBYB

ZC46 - CS - State Customer Advocacy - CKM

06/10/2022 13:18 Benjamin Colby

PA ADVOCACY REVIEW OF ORDER #523782729: NO action or further follow-up is needed from customer advocacy – customer not present for appointment. See ART BPEM 1048948626. Closing case.

Check Meter, Verify Serial #, Read Customer indicated no concerns on Covid-19 Health Screening Questions

.
ART said to do the CMT to pull data logger

.
[domenij] [2022-05-24 09:04:37 EDT
]

Premise

:
- Meter Location - Inside, Front Left Side, Cellar/Basement
- Reading Device Location - Outside, Right Side Front, Wall

Meter

:
- 52527970 - Register 01 - RF/MIU - 473969
0
- 52527970 - Register 01 - Collection Type - Mueller - RF-AMI-Fixed Network
k
- 52527970 - Register 01 - New Meter Reading - - 1385
0

Field

:
- Customer Side Service line Material - Nonmetallic
o
- Service Found - I01 ON at Curb Stop
p
- Service Left - I01 ON at Curb Stop
p
- Operated Control Point - C02 (Nonmetallic)

)
- 52527970 Meter Activities - Read Mete
r

Completion

:
- Status - Incomplet
e
- Incomplete Reason Category - Acces
s
- Incomplete Reason - CALLED CUSTOMER - NO ANSWE
R
- Miscellaneous/Review Comments

-
This is a multi unit property. I called the customer twice but did not get an answer. I knocked on the door to apartments 1, 2 and 3 but nobody came to the door. Customer will need to notify a tenant to allow us to gain access to the meter or be present at the property.

Note

05/26/2022 10:26:25 GATTENN

ZC46 - CS - State Customer Advocacy-CKM

05/26/2022 10:25 Nicolle Gatten

Per Advocacy review of CKM svc order # 523829843 no further action required by customer advocacy as meter read complete

Check Meter, Verify Serial #, Read

Customer indicated no concerns on Covid-19 Health Screening Questions.

ART said to do the CMT to pull data logger.

Special Handling has been requested for 05/25/2022 . Customer notified that Spec. Handl. does not guarantee service on requested da

y

[wasselwm] [2022-05-25 08:14:28 EDT

]

Premise

:

- Meter Location - Inside, Front Left Side, Cellar/Basemen

t

- Reading Device Location - Outside, Right Side Front, Wal

|

Meter

:

- 52527970 - Register 01 - RF/MIU - 473969

0

- 52527970 - Register 01 - Collection Type - Mueller - RF-AMI-Fixed Networ

k

- 52527970 - Register 01 - New Meter Reading - - 1385

5

Field

:

- Service Left - I01 ON at Curb Sto

p

- Operated Control Point - C02 (No

)

- 52527970 Meter Activities - Read Mete

r

- Service Found - I01 On at Curb Sto

p

- Customer Side Service line Material - N

o

Completion

:

- Status - Complet

e

- Miscellaneous/Review Comments

-

Tested node and verified MInet read . read 13855 Left door hanger for customer with read

Note

05/26/2022 08:33:40 COLLINM5

Inbound/Outbound call:Inbound

Name/Relationship:Gregory Merritt

Address:622 N Main Ave
Scranton, PA 18504

Phone:(908) 884-4516

Email:gmerritt@deallookup.com

Issue:Customer States that he was disconnected from pervious rep,
need meter check and replaced.

Resolution: Created work order to change meter

Balance on account:8,423.80

Verified/Updated heat type:N/A

Reviewed Notice:N/A

Updated ATP:N/A

Category:N/A

000017

New IP Created:N/A

Catch-Up/Reconnect Amount Quoted: N/A

Catch-Up/Reconnect Plan Created:N/A

Provided Help Agency Info:N/A

Discussed Med Cert:N/A

Customer Dispute:N/A

Provided PUC Info:N/A

Satisfied?: Satisfied

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

Note

05/24/2022 10:52:49 SOLERL

Inbound/Outbound call:

Name/Relationship:Gregory Merritt

Address:622 N Main Ave
Scranton, PA 18504

Phone:908) 884-4516

Email:

Issue:bp is a PA caller he waited to know where was thr FSR informed hin status said he was on site i was placed on hold for over 2 min i disconnected call

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

ote
05/18/2022 14:57:40 FLETCHS

Inbound/Outbound call:

Name/Relationship:
Gregory Merritt 220036317129

Address:
622 N Main Ave
Scranton, PA 18504

Phone:
(908) 884-4516

Email:
gmerritt@deallookup.com

Issue:
Call back
Called over service order

Resolution:
Check MeterVerif Serial #Read Tuesday, May 24th, 2022 8:00 AM - 11:00 AM
Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? – No

Note
05/18/2022 14:56:10 FLETCHS

Customer indicated no concerns on Covid-19 Health Screening Questions.
ART said to do the CMT to pull data logger.

Service Order 523782729 of type Check Meter, Verify Serial #, Read was created on 05/18/2022

Note
05/16/2022 17:06:50 GREENPL

ZC18 - CS - Account Resolution Team Follow-up

05/02/2022 10:38 Tina Steiner

inbound

customer threaten to sue he said he thinks the meter is bad and had a plumber out there and he said there no leaks customer could not do installment plan because he has 6 units he would not let me talk he kept talking over me when I try to help he got louder and louder every time I say something I set appointment for the frs to go and check the meter again and he requesting a data log customer also said he will be only paying about a 1,000 a month and feels like we are ripping him off I add a 30 day hold on the account he still asked if we would turn him off if he does not pay I let him know they could still turn him off if he does not pay the past due amount and if the meter is bad we will correct the bill and if its on his side he needs to get it fixed he also said he was denied adjustment because he had a few leaks but would not tell what they where he said he called in many times and was told the same thing he cant get another adjustment and he feels that is not right since he has 6 buildings let him know to wait until the frs comes back out and check the meter to see if the meter is bad and to get the read and his will let know what he found out Gregory merritt said ok and hung up

000021

05/16/2022 17:06 .

05/16/2022***ART***Greenpl

Called and left message for customer. Review shows reading verified and water use correct. Customer wants data log performed. Per notes in case number 1048903339 we need to schedule a CMT order to get the data log. Meter is inside so we need to schedule a mutually agreeable time to pull the data log. Sent UCR and account statement. Updated holds. Case closed.

Note

05/02/2022 10:46:18 STEINET

Customer call was not related to dispute
Customer survey info captured

Note

05/02/2022 10:46:17 STEINET

sent bpem to art because customer is requesting a meter data read because he feels the meter is bad cancel the service order due to that not the right order for a meter read date report sent to art
BPEM Case 1048948626 of type "CS - Account Resolution Team Follow-up" was created and assigned to

inbound

customer threaten to sue he said he thinks the meter is bad and had a plumber out there and he said there no leaks customer could not do installment plan because he has 6 units he would not let me talk he kept talking over me when I try to help he got louder and louder every time I say something I set appointment for the frs to go and check the meter again and he requesting a data log customer also said he will be only paying about a 1,000 a month and feels like we are ripping him off I add a 30 day hold on the account he still asked if we would turn him off if he does not pay I let him know they could still turn him off if he does not pay the past due amount and if the meter is bad we will correct the bill and if its on his side he needs to get it fixed he also said he was denied adjustment because he had a few leaks but would not tell what they where he said he called in many times and was told the same thing he cant get another adjustment and he feels that is not right since he has 6 buildings let him know to wait until the frs comes back out and check the meter to see if the meter is bad and to get the read and his will let know what he found out Gregory merritt said ok and hung up

Svc Order 000523632854 of type Check Meter, Verify Serial #, Read was cancelled

000023

Note

04/28/2022 11:09:25 STEINET

inbound

Gregory merritt called in and said there was no leaks and he had a plumber out there said there nothing leaking customer stated that he did have a few leaks a while back and got them fixed and said he was denied adjustment he stated that he thinks the meter is bad the frs was out there and every thing look fine he took a read customer stated the frs said he had a toilet leak the plumber said no toilets are leaking I mad another appointment for frs to go back and check the meter and do data log for the customer he threated to sue us because he has no leaks and blames the meter and he was denied a installment plan he has 6 units on this meter and the installment plan only allows 2 he also upset that he could not get adjustment he keep talking over me and getting louder when I try to talk to him he stated he will only pay 1,000 a month and ask if we will turn him off I let him know they could turn him off if the past due is not paid that made him ever more upset . he feels we are ripping him off and will sue us I added a lock for 30 days and made the appointment to go back out and check the meter he said ok and hung up

000024

Note

04/28/2022 10:57:03 STEINET

Customer call was related to dispute

PA State Customer Advocacy BPEM Case generated: 1048903339

Customer survey info captured

Note

04/28/2022 10:57:02 STEINET

inbound

customer threaten to sue he said he thinks the meter is bad and had a plumber out there and he said there no leaks customer could not do installment plan because he has 6 units he would not let me talk he kept talking over me when I try to help he got louder and louder every time I say something I set appointment for the frs to go and check the meter again and he requesting a data log customer also said he will be only paying about a 1,000 a month and feels like we are ripping him off I add a 30 day hold on the account he still asked if we would turn him off if he does not pay I let him know they could still turn him off if he does not pay the past due amount and if the meter is bad we will correct the bill and if its on his side he needs to get it fixed he also said he was denied adjustment because he had a few leaks but would not tell what they where he said he called in many times and was told the same thing he cant get another adjustment and he feels that is not right since he has 6 buildings let him know to wait until the frs comes back out and check the meter to see if the meter is bad and to get the read and his will let know what he found out Gregory merritt said ok and hung up

Special Handling has been requested for 05/03/2022 The customer has been notified that Special Handling does not guarantee service on that requested day.

Service Order # 000523632854 - Order notes updated

Lock of type Dunning reason Bill Inquiry/Dispute valid 04/28/2022 - 05/28/2022 for Contract Account 220036317129 created

Added lock Dunning from 04/28/2022 to 05/28/2022

000025

Note

03/25/2022 14:22:36 EMMONSMA

ZC18 - CS - Account Resolution Team Follow-up-Verb Sat Approval

03/01/2022 10:07 Sara Fletcher

Gregory Merritt 220036317129

622 N Main Ave

Scranton, PA 18504

(908) 884-4516

gmerritt@deallookup.com

Customer needs to have adjustment had a toilet leak for some time here is the invoices that needs to have a adjustment on it

600004958768

673753957691

667504092200

635003985242

637503935892

637503935892

632504087896

602504916521

100003731288

03/18/2022 12:08 Michele Emmons

apoke to Greg and advised we only adjust one high bill and adjustment would be for 1/20-2/16 for 553.44. he states that we need adjust more bills due to he called for 6 months and we could not check meter due to COVID. He states we checked and changed meters at his other properties. he is requesting more bills be adjusted. he staes he has an attorned ready to proceed with this. advised would reach out to local office to see if there is anything more we can do. customer satisfied. mae/ART

03/22/2022 12:40 Michele Emmons

per local only one bill. called and spoke to Gregory and advised and that current bill that went out yesterday is highest and would apply adjustment for 861.97. he will take the adjustment but is not happy and would like a usage report. advised would apply adjustment and a usage report. advised would also send a utility report. he hung up on me. mae/ART

03/25/2022 10:27 Michele Emmons

this commercial with residential usage. applied toilet leak to bill for period of 2/16-3/16 based on 12 month average of 116 (usage prior to 5/7/21) $429 @ .9643 = 413.68$ credit $413.68 @ 1.56\% = 6.45$ debit $429 @ 1.06 = 454.74$ credit. total adjustment 42,900 gallons in the amount of 861.97. waiting for approval. mae/ART

03/25/2022 14:22 Michele Emmons

adjustment approved and invoiced. issued utility report and account statement and usage report. they are all attached to the account.

mae/ART

Note

03/15/2022 18:03:57 PROCTOE

Inbound/Outbound call:Out

Name/Relationship: Gregory Merritt
220036317129

Address: 622 N Main Ave
Scranton, PA 18504

Phone:908-884-4516

Email:gmerritt@deallookup.com

Balance on account:\$5,568.96

Verified/Updated heat type:n/a

Reviewed Notice:N

Updated ATP:N

Category:N

New IP Created:N

Catch-Up/Reconnect Amount Quoted: N

Catch-Up/Reconnect Plan Created:N

Provided Help Agency Info:N

Discussed Med Cert:N

Customer Dispute:N

Provided PUC Info:N

Issue: BP is bc there was a leak at the property, and BP is waiting to hear back in regards to a leak adjustment.

Resolution: Informed BP the is an active BPEM case 1047755193 CS - Account Resolution Team

Followup . Waiting to hear back from

ART

Satisfied?: Yes

Inbound/Outbound call:Out

Name/Relationship: Gregory Merritt
220036317129

Address: 622 N Main Ave
Scranton, PA 18504

Phone:908-884-4516

Email:gmerritt@deallookup.com

Balance on account:\$5,568.96

Verified/Updated heat type:n/a

Reviewed Notice:N

Updated ATP:N

Category:N

New IP Created:N

Catch-Up/Reconnect Amount Quoted: N

Catch-Up/Reconnect Plan Created:N

Provided Help Agency Info:N

Discussed Med Cert:N

Customer Dispute:N

Provided PUC Info:N

Issue: BP is bc there was a leak at the property, and BP is waiting to hear back in regards to a leak adjustment.

Resolution: Informed BP the is an active BPEM case 1047755193 CS - Account Resolution Team

Followup . Waiting to hear back from

ART

Satisfied?: YesBusiness lock applied successfully

BPEM Case 1048087471 of type PA State Customer Advocacy has been created. Inbound/Outbound call:Out

Name/Relationship: Gregory Merritt

220036317129

Address: 622 N Main Ave

Scranton, PA 18504

Phone:908-884-4516

Email:gmerritt@deallookup.com

Balance on account:\$5,568.96

Verified/Updated heat type:n/a

Reviewed Notice:N

Updated ATP:N

Category:N

New IP Created:N

Catch-Up/Reconnect Amount Quoted: N

Catch-Up/Reconnect Plan Created:N

Provided Help Agency Info:N

Discussed Med Cert:N

Customer Dispute:N

Provided PUC Info:N

Issue: BP is bc there was a leak at the property, and BP is waiting to hear back in regards to a leak adjustment.

Resolution: Informed BP the is an active BPEM case 1047755193 CS - Account Resolution Team

Followup . Waiting to hear back from

ART

Satisfied?: Yes

Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? – Yes

ote
03/01/2022 10:11:33 FLETCHS

Inbound/Outbound call:

Name/Relationship:
Gregory Merritt 220036317129

Address:
622 N Main Ave
Scranton, PA 18504

Phone:
(908) 884-4516

Email:
gmerritt@deallookup.com

Issue:
called to get adjustment

Resolution:
Had a toilet leak it was fixed on 2/25
600004958768
673753957691
667504092200
635003985242
637503935892
637503935892
632504087896
602504916521
100003731288
Sent bpem to ART for adjustment

Balance on account:

Satisfied?: Yes

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

ote

02/15/2022 08:27:46 STINERL

Inbound/Outbound call:

OB

Name/Relationship:

Gregory Merritt

Address:

622 N Main Ave

Scranton, PA 18504

Phone:

(908) 884-4516

Email:

gmerritt@deallookup.com

Issue:

BP# 1103990991

Account No: 220036317129

Resolution:

cust complaining and really upset over the COVID thing the cust words, this cust has had a broken meter at this premise for an

extremely long time this cust water meter needs to be replaced since 04/26/21 billing period 03/18-04/19 541.45

as per the advice of a CCA this cust has been making the payments of \$300.00

as of 02/15/21 we started doing inside meter appointments

created the appointment for 02/16/21 betwwn 8-5 they will call 30 min prior to arriving

cust was completely satisfied

Balance on account:

4554.90

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

000032

Note

01/28/2022 10:59:17 LATHAMB

Inbound/Outbound call:

Name/Relationship:Gregory Merritt

Address:716 Landis St 2
Scranton, PA 18504

Phone: (908) 884-4516

Email:gmerritt@deallookup.com

Balance on account:\$90.20

Verified/Updated heat type:UNKNOWN

Reviewed Notice:NO

Updated ATP:NO

Category:5

New IP Created:NO

Catch-Up/Reconnect Amount Quoted: NO

Catch-Up/Reconnect Plan Created:

Provided Help Agency Info:

Discussed Med Cert:NO

Customer Dispute:NO

Provided PUC Info:NO

Issue:BP CALLED TO REPORT THAT THE SEWER SYSTEM IN HIS HOME WAS BACKING UP INTO HIS BASEMENT

Resolution:CSR VERIFIED THE ACCT THEN ENTERED AN EMERGENCY FOR THE SEWER BACK UP AT PREMISE/ASKED COVID QUESTION-NO PROBLEMS AT PREMISE

Satisfied?:YES

Confirmation Number: 649662331

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

Note

01/30/2022 13:19:01 BAILEYJ

called for follow up

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

ote

01/14/2022 12:10:18 WILLIAB2

ATTENTION!!!!

This is an UNBUNDLED premise (530 N Main Ave SSL2ND FL , Scranton , PA) but the water account holder called to close the water account, as of today we only have a wastewater account: Gregory Merritt / 220034712810

When owner or next tenant calls, we need to verify who is the responsible ratepayer for each service and ask if they would like to bundle the premise moving forward.

If owner calls and states he/she is responsible, please do the following:

1 - Create a BPEM to "Request for combined billing under the owners account.

If new tenant calls and states they will be responsible for both services, do a move in for the water services and created a request for combined billing BPEM under that new account.

Sent email to owner asking if they would like to bundle this premise moving forward.

Note

12/09/2021 16:57:58 SHELTOD

Customer call was not related to dispute
Customer survey info captured

Note

12/09/2021 16:57:58 SHELTOD

Spoke with: Gregory Merritt
Call Type: Inbound
Phone: 9088844516
Payment Type: N/A
Payment Amount: N/A
Confirmation Number: N/A
Notes: Full 2,632.70
past 1,952.92

Customer said that his meter is broken and he had an appointment to have it repaired but the appointment was canceled and he does not know why .

advised customer of the FSR notes

Check Meter, Verify Serial #, Read
CancelOrder_12/02/2021_0831_MALDONL1 Service order has been canceled due to COVID restrictions.
Pls assist the customer in reading the meter over the phone.

customer said he has 2 other properties that the meter was changed and the meter was on the inside.
716 Landis St 2 , Scranton , PA

looked up address and it is in the same district . apologized to customer about the inconvenience and
placed account on hold for ANOTHER 30 days and advised customer to keep paying what he is used to

customer got upset and said his accounts keep getting on placed on hold BUT his balance keeps growing
. customer said he does not understand how we can come inside one of his properties down the street
but not this one . customer said it takes him an hour to get to someone just so that we can place his
account on hold and NOT fix the problem customer said he will pay ANOTHER 300.00 next month then
hung up .

Service Order Issued: N/A
Type of Order Issued: N/A

Verified/Updated Heat Type: No
Reviewed Notice: No

Updated ATP: No
ATP Category: RATP
New IP Created: Not Eligible
Catch up / Reconnect Amount Quoted: N/A
Catch up / Reconnect Plan Created: Not Eligible
Provided Dollar Energy Info: No
Discussed Med Cert: No
Customer has a Dispute: No
Provided PUC info: No
Satisfaction with Info Given: Satisfied
"Have I Satisfied All of Your Concerns?": Satisfied
Lock of type Dunning reason Bill Inquiry/Dispute valid
12/09/2021 - 01/08/2022 for Contract Account 220036317129 created
Added lock Dunning from 12/09/2021 to 01/08/2022
Lock of type Calculate Interest reason Late Payment Charge Lock valid 12/09/2021 - 01/08/2022 for
Contract Account 220036317129 created
Added lock Calculate Interest from 12/09/2021 to 01/08/2022

Note

09/27/2021 16:43:44 CURTINRJ

gregory calls.

226.06 balance

sewer billing.

went over 9/20 bill

226.06

34.68 past due - printed 8/20

8/6 transfer in from acct#220036319804 - 145.84

satisfied

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

Note

08/19/2021 14:34:06 BRADYH

Gregory Merritt

Customer Type: Commercial

Account Status: Active

Credit Worthiness: 16 - Low Risk

Email: gmerritt@deallookup.com

Primary Phone: (908) 884-4516

BP# 1103990991 outbound spoke with owner bp no longer there has a plumber working on problem

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

Note

08/19/2021 13:44:56 MCCREAYG

Customer call was not related to dispute
Customer survey info captured

Note

08/19/2021 13:44:55 MCCREAYG

Gregory Merritt called about his bill, advised 142.36 was transferred from 220036319804 to 220034721739, he said that he was not aware of this account being set up, as it was set up in Dec 2020 in his name and closed as of 6/2021 when a new person activated service, he wanted me to bill the tenant for that amount, advised I could not do that the tenant will have to accept the responsibility, the customer has other accounts with us and this was the only account set up under a different bp, the customer hung up

Note

08/06/2021 14:36:35 CHAVEZG1

Customer call was not related to dispute
Customer survey info captured

Note

08/06/2021 14:36:35 CHAVEZG1

move in created. accepted back bill to jan 15, all concerns satisfied today paperless Gregory

Note

08/06/2021 14:34:42 CHAVEZG1

Moves Process Name : NewContracts

ONC service order selected. No order code created for ONC.

Service Order Fees : 30.00

Sewer Deposit: \$ 0.00

Customer Move Date : 01/15/2021

Customer Moved In on : 01/15/2021

Contract Account: 220037856764

Premise: 9240331362

User ID: CHAVEZG1

Delinquency Check Continue Reason - Confirmed BP not Responsible

Welcome Letter was Sent

ote

04/21/2021 16:34:25 HANOLDAM

Customer call was not related to dispute
Customer survey info captured

Note

04/21/2021 16:34:24 HANOLDAM

customer left feedback on MyWater survey, to which I replied
Hello –

I am in receipt of the survey feedback left on our website on 4/7/21. The feedback stated, "I have several accounts. Give me a way of viewing all of my billing activity on one report.."

Thank you for the feedback. Our website now offers the ability to add additional accounts into view. This will allow users to login one time and toggle between accounts they manage. This new feature is called "Merge Login IDs" and is available under the account settings card on the landing page. Once selected, scroll down to locate "Add Accounts". Then follow the prompts to add additional accounts to your login credentials. It is important to note, once accounts are merged under one login id, they cannot be un-merged.

The other option we offer is called collective billing, where we combine all of your invoicing to one single invoice each month. I would only recommend this if you do not open/close accounts frequently. To learn more about this collective billing program, please contact us at 800-565-7292

Thank you again for the valuable feedback.

Note

02/11/2021 17:50:55 PELFREC

BPEM Case 1041017470 of type CS - Supervisor Follow-up has been created. Gregory Merritt phone number 908-884-4516 wants to file a complaint from the last 2 agents he spoke with. He stated the first agent he spoke with on 2/11 kept placing him on hold and he seems to think she did not know what she was doing and just hung up on him after being on the phone with him for close to an hour. He immediately called back and the 2nd agent hung up on him. I was able to resolve his issue with him since the issue with this address is coded as act 54 since there is a garage using the water from the same meter and has to remain in his name.

000042

Note

12/15/2020 12:18:53 PAYTONC

Customer call was not related to dispute
Customer survey info captured

Note

12/15/2020 12:18:53 PAYTONC

Inbound/Outbound call: Outbound
Name/Relationship: Gregory Merritt
Address: 1217 S Main Ave , Scranton , PA
Phone:908-884-4516
Email:
Balance on account: \$147.27
Verified/Updated heat type:
Reviewed Notice:
Updated ATP:
Category:
New IP Created:
Catch-Up/Reconnect Amount Quoted:
Catch-Up/Reconnect Plan Created:
Provided Help Agency Info:
Discussed Med Cert:
Customer Dispute:
Provided PUC Info:
Issue:Cust request to end service
Resolution: Created RDL Move out/turn off fr 12/18. Verified frwd addr and date
Satisfied?: Y

Note

12/15/2020 12:16:23 PAYTONC

Inbound/Outbound call: Outbound
Name/Relationship: Gregory Merritt
Address:
Phone:
Email:
Balance on account:
Verified/Updated heat type:
Reviewed Notice:
Updated ATP:
Category:
New IP Created:

Catch-Up/Reconnect Amount Quoted:
Catch-Up/Reconnect Plan Created:
Provided Help Agency Info:
Discussed Med Cert:
Customer Dispute:
Provided PUC Info:
Issue:
Resolution:
Satisfied?:

Moves Process Name : EndContracts

Service Order Fees : 0.00
Svc Order 000520509711 of type " Move Out, Leave On, Final Read " was created on 12/15/2020.
Customer Moved Out on : 12/18/2020

Note
12/12/2020 17:29:15 GRIFFIM4

Customer call was not related to dispute
Customer survey info captured

Note
12/12/2020 17:29:15 GRIFFIM4

Dear Gregory,

Thank you for your contact. We apologize for our extended hold times. We have started your account for you as of 11/11/2020. Your new account number is 1024-220036317129 and there will be a one-time fee of 30.00 applied to your first bill.

Should you need further assistance please respond to this email with the history attached or contact our Customer Call Center Mon-Fri from 7a-7p.

Sincerely,
American Water
Customer Service

From: Greg <noreply@jotform.com>
Sent: Tuesday, December 8, 2020 10:01 AM
To: Information - Pennsylvania <infopa@amwater.com>
Subject: Merritt Greg 1024-220031888480 Billing Request

EXTERNAL EMAIL: The Actual Sender of this email is returns@jotform.com "Think before you click!".

CA Customer Service

000044

First Name: Greg
Last Name: Merritt
Service Address (address where we provide water service to): 716 Landis st
Service Address 2: Apt 5K
City: scranton
State: Pennsylvania
Zip Code: 18504
Phone Number (908) 884 4516
E-mail: gmerritt@deallookup.com

Customer Account Number (enter without dashes): 1024-220031888480

Comments: Hi, I just bought a new building and I need to transfer the water bill over, to my accounts I think as of November 10th.

The previous owner was Nancy Kreis. The account number is 1024-210036409526.

Every time I call you guys are so busy you can't even answer the phone.

Area of Interest: Billing Request

Note

12/12/2020 17:23:37 GRIFFIM4

Moves Process Name : NewContracts

ONC service order selected. No order code created for ONC.

Service Order Fees : 30.00

Sewer Deposit: \$ 0.00

Customer Move Date : 11/11/2020

Customer Moved In on : 11/11/2020

Contract Account: 220036317129

Premise: 9240326885

User ID: GRIFFIM4

Delinquency Check Continue Reason - Payment for Due Balance Not Required

Welcome Letter was Sent



P.O. Box 578 Alton, IL 62002

PAWC Exhibit 5

02/19/2022

Gregory Merritt
55 W 25th St
Apt 19c
New York, NY 10010

For Service To:

Account Number: 1024-220036317129

Service Address: 622 N Main Ave
Scranton, PA 18504-4400

Dear Customer Merritt:

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

One of our responsibilities as your water service provider is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. When we obtained your most recent meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use, including short-term visitors, seasonal usage, or potential leaks. We suggest that you check your property for possible leaks or problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

We offer a Leak Detection Kit and other useful information for identifying high water use on our website, www.amwater.com. Many leaks are not noticeable but can contribute to unexpected water use. If you cannot determine the reason for your higher water use, please call our customer service center between the hours of 7am and 7pm at the number below.

Sincerely,

Pennsylvania American Water Customer Service



P.O. Box 578 Alton, IL 62002

03/19/2022

Gregory Merritt
55 W 25th St
Apt 19c
New York, NY 10010

For Service To:

Account Number: 1024-220036317129

Service Address: 622 N Main Ave
Scranton, PA 18504-4400

Dear Customer Merritt:

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

One of our responsibilities as your water service provider is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. When we obtained your most recent meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use, including short-term visitors, seasonal usage, or potential leaks. We suggest that you check your property for possible leaks or problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

We offer a Leak Detection Kit and other useful information for identifying high water use on our website, www.amwater.com. Many leaks are not noticeable but can contribute to unexpected water use. If you cannot determine the reason for your higher water use, please call our customer service center between the hours of 7am and 7pm at the number below.

Sincerely,

Pennsylvania American Water Customer Service



P.O. Box 578 Alton, IL 62002

04/26/2022

Gregory Merritt
55 W 25th St
Apt 19c
New York, NY 10010

For Service To:

Account Number: 1024-220036317129
Service Address: 622 N Main Ave
Scranton, PA 18504-4400

Dear Customer Merritt:

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

One of our responsibilities as your water service provider is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. When we obtained your most recent meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use, including short-term visitors, seasonal usage, or potential leaks. We suggest that you check your property for possible leaks or problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

We offer a Leak Detection Kit and other useful information for identifying high water use on our website, www.amwater.com. Many leaks are not noticeable but can contribute to unexpected water use. If you cannot determine the reason for your higher water use, please call our customer service center between the hours of 7am and 7pm at the number below.

Sincerely,

Pennsylvania American Water Customer Service

PAWC Exhibit 6

602 N. Main Ave

SIZE	5/8" <input type="checkbox"/>	1 1/2" <input type="checkbox"/>	4" <input type="checkbox"/>
	3/4" <input checked="" type="checkbox"/>	2" <input type="checkbox"/>	6" <input type="checkbox"/>
	1" <input type="checkbox"/>	3" <input type="checkbox"/>	8" <input type="checkbox"/>
MAKE	TRIDENT <input type="checkbox"/>	ROCKWELL <input type="checkbox"/>	
	BADGER <input type="checkbox"/>	OTHER:	
	KENT <input type="checkbox"/>	<i>Neptune</i>	
TYPE	DISC <input checked="" type="checkbox"/>	COMP. <input type="checkbox"/>	
	CURRENT <input type="checkbox"/>	FIRE LINE <input type="checkbox"/>	
METER NUMBER	52527970		
DATE REMOVED			
METER READING	<u>13925/13927</u>		
	CU. FT. <input type="checkbox"/>	GALS. <input checked="" type="checkbox"/>	
REASON FOR REMOVAL FROM SERVICE	STOPPED <input type="checkbox"/>	COMPLAINT <input type="checkbox"/>	
	FROZEN <input type="checkbox"/>	TEST <input checked="" type="checkbox"/>	
	LEAKING <input type="checkbox"/>	SCRAP <input type="checkbox"/>	
	NEW <input type="checkbox"/>	RETURN <input type="checkbox"/>	

PAWC

PENNSYLVANIA-AMERICAN WATER COMPANY

_____ DISTRICT

REPORT OF METER TEST

RATE	QUANTITY				RESULTS	
	Other	5/8"		Other		
5/8"	3/4	Gals.	Cu. Ft.	Gals.	Cu. Ft.	%
	10			100		100.7

DATE OF TEST: 6-29-22

TESTED BY: _____

PARTS REQUIRED: _____

REMARKS: _____
