

Notification of Intent to Appeal BCS Decision
and
Request for Formal Complaint Forms

Send this ONLY if you want to appeal this informal decision.

If you intend to appeal this decision, you must return this form to the Secretary of the Commission by 4/11/2023. (**You MUST meet this filing deadline**).

This form is NOT your Formal Complaint form. The formal complaint form will be sent to you when the Secretary's Office receives this document. (This form is your *intent* to appeal).

- Your appeal begins when your signed and dated formal complaint form is received by the Secretary, who will then serve your formal complaint on the utility. (Please know the utility may also appeal the BCS decision).
- The utility must file an Answer to your complaint and they must send you a copy. The Complaint and Answer is then sent to the Office of Administrative Law Judge to schedule a hearing and assign a Judge to your case.
- The Judge will then send you directions to follow as your complaint proceeds through the process.
- *You do not need a lawyer to file an appeal or a formal complaint.*
- **You must attend the hearing** and offer evidence to prove your complaint has merit.
Hearings may be held in person or by telephone.

Even if you appeal the informal decision, **you must continue to pay current bills and undisputed charges from your utility.** Failure to pay your current bill and undisputed charges could result in the termination of your utility service.

Yes, I want to appeal this decision.

Customer name and address:
(Please correct any mistakes.)

Michelle Ragland
104 Payne Ave
Kingston PA 18704

N/A
(Area Code) Telephone Number

Michelle Ragland
Signature

(570) 762-7601
(Cell Phone Number)

Permission to Text: Yes: No:

BCS: 3894056
Company: PA American Water
Co

Date of Mailing: 3/22/2023
Filing Due Date: 4/11/2023 (**You MUST meet this deadline**).

Send this completed appeal form one of three ways:

1. **Mail by overnight delivery to (deposit date preserves your filing date):**
Secretary - Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120
(Note: if you send by regular mail, you risk not meeting the filing deadline).
2. **Email to: RA-PCAppeals@pa.gov**
3. **Fax to: 717-787-6641**



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
400 NORTH STREET, HARRISBURG, PA 17120

3/22/2023

BCS No: 3894056

Michelle Ragland
104 Payne Ave
Kingston PA 18704

Dear Michelle Ragland,

The Public Utility Commission's (Commission) Bureau of Consumer Services has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision information to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company has the right to shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

BUREAU OF CONSUMER SERVICE
Investigator

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Michelle Ragland
104 Payne Ave
Kingston PA 18704

Date: 3/22/2023

V.

BCS: 3894056

Acct. No: 210044799695

PA American Water Co

INFORMAL COMPLAINT DECISION BY THE BUREAU OF CONSUMER SERVICES:

STATEMENT OF COMPLAINT:

You contacted the Bureau of Consumer Services on 3/21/2023. In your complaint, you asked for help in preventing the termination of your PA American Water Co service.

INVESTIGATION BY STAFF OF THE BUREAU OF CONSUMER SERVICES REVEALED:

1. Your total account balance is \$7251.79. This balance does not include any payments or bills sent out on or after 3/22/2023.
2. According to 66 Pa. C.S. §1405, the Commission has the authority to establish a payment agreement between a public utility and a customer.

BASED ON THESE FINDINGS, THE BUREAU OF CONSUMER SERVICES CONCLUDES THAT:

The Commission will exercise its authority and establish a payment agreement on the outstanding balance noted above.

THEREFORE, IT IS DECIDED THAT:

1. Beginning April 2023 bill due date, you must pay the company a special budget amount of \$286.00 each month. This special budget amount includes a regular monthly budget amount of \$165.00, based on your usage, plus \$121.00 toward your account balance. **This amount may change depending on any change in the amount of service you use.**
2. You must pay all current bills that may become due before the beginning date stated above. You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
3. The company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or you do not keep this agreement.

4. If you break this payment agreement, the company has the right to shut off your service. If the company shuts off your service, they may make you pay your full bill plus a reconnect fee and a deposit to restore service.

BUREAU OF CONSUMER SERVICE