

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MARGARET COLLINS : DOCKET No.
: C-2023-3037963
v. :
: PENNSYLVANIA-AMERICAN :
WATER COMPANY :
: Further Telephonic Call In Hearing :

PAGES 1-68

Judge's Chambers
Commonwealth Keystone Building
400 North Street
Harrisburg, Pa 17120

October 11, 2023
Commencing at 10:13 a.m.

BEFORE:

JOHN M. COOGAN, ADMINISTRATIVE LAW JUDGE

REPORTER:

ELISE FITZGERALD, RPR, NOTARY PUBLIC

APPEARANCES:

MARGARET COLLINS
224 North Hyde Park Avenue
Scranton, Pennsylvania 18504
(570) 343-1469
Lelani_c@yahoo.com

MICHAEL A. GRUIN, ESQUIRE
STEVENS & LEE
17 North Second Street, 16th Floor
Harrisburg, Pennsylvania 17101
(717) 255-7365
Michael.gruin@stevenslee.com

ANY REPRODUCTION OF THIS TRANSCRIPT IS PROHIBITED
BY THE CERTIFYING AGENCY
KARASCH & ASSOCIATES (800) 621-5689

INDEX TO EXHIBITS

COMPLAINANT:	IDENTIFIED/ADMITTED
--------------	---------------------

Collins Exhibit 1 (door hanger)	17/29
------------------------------------	-------

Collins Exhibit 2 (termination letter dated 10/3/2022)	17/29
---	-------

Collins Exhibit 4 (termination letter dated 10/14/2022)	17/29
--	-------

Collins Exhibit 5 (termination letter dated 10/15/2022)	17/29
--	-------

Collins Exhibit 7 (Right to Know Request)	17/29
--	-------

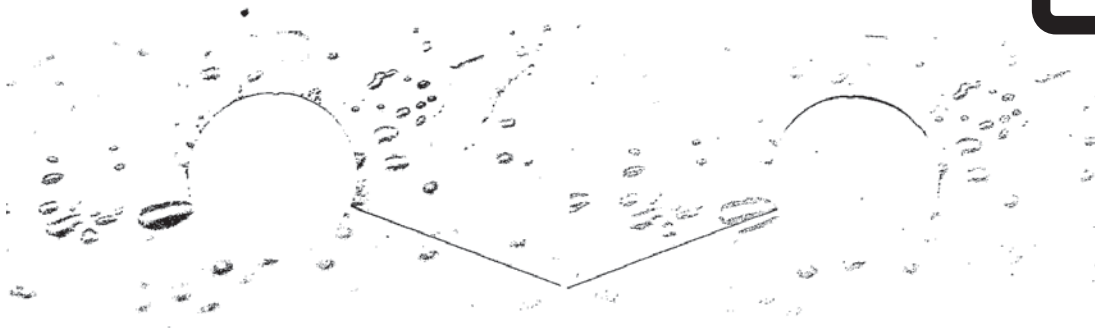
Collins Exhibit 9 (Pennsylvania-American records)	20/29
--	-------

Collins Exhibit 10 (Termination letter dated 12/13/2023)	17/29
---	-------

Collins Exhibit 11 (formal complaint)	27/29
--	-------

INDEX TO EXHIBITS

RESPONDENT:	IDENTIFIED/ADMITTED
PAWC Exhibit 1 (door tag)	68/69
PAWC Exhibit 2 (service order 1040446)	45/69
PAWC Exhibit 3 (service order 1044804)	43/69
PAWC Exhibit 4 (service order 1079233)	46/69
PAWC Exhibit 5 (service order 108524)	68/69
PAWC Exhibit 6 (Tariff Rule 4.9)	48/69
PAWC Exhibit 7 (map)	68/69
PAWC Exhibit 8 (Service Line Replacement Agreement)	54/69
PAWC Exhibit 9 -late filed exhibit (Bureau of Consumer Service case records)	70/70
PAWC Exhibit 10 -late filed exhibit (July 12, 2023 service order)	70/70



224 N. Hyde Park Ave, Scranton
WE STILL HAVE WORK TO DO.

Our service representative visited your property today and was unable to:

- Read the meter.
- Install or replace the water meter.
- Install or replace a remote meter reading device.
- Turn your water off for repairs as requested.
- Turn your water on.
- Obtain your billing information. Please call us.
- Investigate a ~~high water bill~~ leak.
- Check your water pressure.
- Remove your water meter.
- Perform the needed service work inside, because no one was available to let us in.
- Other: _____
- Please see reverse for additional details.

FOLLOW-UP REQUIRED

- Please call us to reschedule a service visit.
- We need to perform additional work on our system before completing your order.
- You will need to perform plumbing repair work before we can complete your order.

Date: 8/11/22 Time: _____ a.m. / p.m.
Account Number: _____

Vea el reverso para ver este mensaje en español.

More Info on other side →

CUSTOMER SERVICE
HOURS OF OPERATION: M-F, 7 a.m. to 7 p.m.
FOR EMERGENCIES: We're available 24/7

TODAVÍA TENEMOS TRABAJO QUE HACER.

Nuestro representante visitó su propiedad hoy y no pudo:

(Vea el reverso para los artículos marcados que aplican.)

- Leer el medidor.
- Instalar o reemplazar el medidor de agua.
- Instalar o reemplazar el dispositivo lector remoto del medidor de agua.
- Cerrar su suministro de agua por reparaciones como se solicitó.
- Abrir su suministro de agua.
- Obtener su información de facturación. Por favor, llámenos.
- Investigar una factura alta de agua/fuga.
- Verificar su presión de agua.
- Quitar su medidor de agua.
- Llevar a cabo el servicio necesario adentro, porque no había nadie disponible para permitirnos entrar.
- Otro: _____
- Por favor vea abajo para detalles adicionales.

SE REQUIERE SEGUIMIENTO

- Por favor llámenos para programar una visita de servicio.
- Necesitamos llevar a cabo trabajo adicional en nuestro sistema antes de finalizar su orden.
- Necesita llevar a cabo servicio de reparación de plomería antes de que podamos finalizar su orden.

NOTES (NOTAS)

Please contact Lee Jones to set up an appointment so we may investigate a possible leak on your water line.
(272) 235 5674

EX:1

224 N. Hyde Park Ave, Scranton
**WE STILL HAVE
WORK TO DO.**

Our service representative visited your property today and was unable to:

- Read the meter.
- Install or replace the water meter.
- Install or replace a remote meter reading device.
- Turn your water off for repairs as requested.
- Turn your water on.
- Obtain your billing information. Please call us.
- Investigate a ~~high water bill~~ leak.
- Check your water pressure.
- Remove your water meter.
- Perform the needed service work inside, because no one was available to let us in.
- Other: _____
- Please see reverse for additional details.

FOLLOW-UP REQUIRED

- Please call us to reschedule a service visit.
- We need to perform additional work on our system before completing your order.
- You will need to perform plumbing repair work before we can complete your order.

Date: 8/11/22 Time: _____ a.m. / p.m.

Account Number: _____

Vea el reverso para ver este mensaje en español.

More Info on other side →

**PENNSYLVANIA
AMERICAN WATER**

CUSTOMER SERVICE
HOURS OF OPERATION: M-F, 7 a.m. to 7 p.m.
FOR EMERGENCIES: We're available 24/7

**TODAVÍA TENEMOS TRABAJO
QUE HACER.**

Nuestro representante visitó su propiedad hoy y no pudo:

(Vea el reverso para los artículos marcados que aplican.)

- Leer el medidor.
- Instalar o reemplazar el medidor de agua.
- Instalar o reemplazar el dispositivo lector remoto del medidor de agua.
- Cerrar su suministro de agua por reparaciones como se solicitó.
- Abrir su suministro de agua.
- Obtener su información de facturación. Por favor, llámenos.
- Investigar una factura alta de agua/fuga.
- Verificar su presión de agua.
- Quitar su medidor de agua.
- Llevar a cabo el servicio necesario adentro, porque no había nadie disponible para permitirnos entrar.
- Otro: _____
- Por favor vea abajo para detalles adicionales.

SE REQUIERE SEGUIMIENTO

- Por favor llámenos para programar una visita de servicio.
- Necesitamos llevar a cabo trabajo adicional en nuestro sistema antes de finalizar su orden.
- Necesita llevar a cabo servicio de reparación de plomería antes de que podamos finalizar su orden.

NOTES (NOTAS)

Please contact Lee Jones to set up an appointment so we may investigate a possible leak on your water line.
(272) 235 5674

EX: 1



P.O. Box 2798, Camden, NJ 08101

10/04/2022



007892 1 A6 0.436 07969/007892/008939 22.01 VC1NXR 004

MARGARET COLLINS
224 N HYDE PARK AVE
SCRANTON PA 18504-3390

For Service To:
Account Number: 1024-210029343611
Service Address: 224 N Hyde Park Ave
Scranton, PA 18504-3390

CONSUMER SERVICE PIPE LEAK

While surveying our water system for potential leaks, we detected a leak on your water service pipe. On 09/30/2022 our service representative visited your home and located a leak on your water service pipe. The water service pipe is defined in Pennsylvania American Water's tariff with the PA Public Utility Commission as the portion of the pipe that transmits water from the company-owned water main to the customer's premise and is owned by the customer -- not the water company. In addition, the tariff says the customer is responsible for the installation, repair, replacement and maintenance of all service pipes from the curb valve to the property, including any metered water use that is attributable to a leak in the customer-owned service pipe. IF YOU ARE NOT THE HOMEOWNER, PLEASE GIVE THIS LETTER TO YOUR LANDLORD TO HAVE THE SERVICE PIPE REPAIRED. Water is a valuable resource that should not be wasted. Not only do leaks waste water, but they can also lead to property damage above and below the ground, and they can result in unnecessary high bills.

It is important that you have the leak repaired within 10 days. To conserve water, maintain adequate pressure in the distribution system and avoid the potential of having your water service disconnected, we ask that you have the leak repaired within 10 days of the date of this letter. If repairs are not made, your water service may be discontinued. In the event the leak on your service pipe worsens, or should the condition pose a threat to property and/or public safety, we reserve the right to discontinue water service immediately. Once the service has been terminated, it will not be reinstated until necessary repairs have been completed.

If you have questions or need additional time to schedule the repair or if the repairs have been completed, please contact Pennsylvania American Water at 1-800-565-7292, Monday to Friday, 7:00 a.m. to 7:00 p.m.



EX: 2

Customer Service: M-F 7am to 7pm Emergency: 24/7: 1-800-565-7292 www.pennsylvaniaamwater.com

ANUNAWR131 PPELK 007969/008939 VC1NXR ETM1C0002 (VC1NXR 007969/010100



10/14/2022

EXHIBIT

Collins 4 EAF 10-11-2023

exhibitsticker.com

Margaret Collins
224 North Hyde Park Ave
Scranton, PA 18504-3390

For Service To:
Account Number: 1024-210029343611
Service Address: 224 N Hyde Park Ave
Scranton, PA 18504-3390

TEN DAY NOTICE OF SHUTOFF DUE TO REQUIRED SERVICE LINE REPAIR

It has come to our attention that part of your service line is leaking. This portion of the line extends from the main in the street to your home and is the responsibility of the homeowner. Until the service line is repaired, we will shut off water to 224 N Hyde Park Ave Scranton, PA 18504-3390 on or after 8:00 AM on 10/24/2022. There are still steps you can take to avoid this action. To stop the shut off, you must do one (1) of the following at once:

- 1.) Repair or replace your service line.
- 2.) Call 1-800-565-7292 today to tell us your contractor's estimated date of repair.
- 3.) Call 1-800-565-7292 before 10/24/2022 if you or someone in your home has a serious illness or a medical condition.

CONSIDERATION FOR MEDICAL EMERGENCIES

If someone living in your home is seriously ill or has a medical condition that will be aggravated by the cessation of service, we will not shut off your service during such illness provided you:

- (a) Have a licensed physician, nurse practitioner or physician's assistant certify in writing that such illness exists and that it may be aggravated if your service is stopped; and
- (b) Make arrangements to repair or replace the service pipe.
- (c) Contact us by calling the number shown above.
- (d) Have your licensed physician send a letter to the utility within 3 days verifying the medical condition.

If and when water services are required to be shut off, a turn on fee of \$30.00 will need to be made in order for water services to be restored.

If you have any questions or need more information, please call us at 1-800-565-7292. If you are not satisfied after you talk to us, you may file a complaint with the Pennsylvania Public Utility Commission by calling 1-800-692-7380 toll free, online at www.puc.state.pa.us, or by writing to P.O. Box 3265, Harrisburg, PA 17105-3265. The Pennsylvania Public Utility Commission will delay the shut off if you file the complaint before the shut off date.

Pennsylvania American Water thanks you for your urgent attention to this matter.

Customer Service: M-F 7am to 7pm Emergency: 24/7: 1-800-565-7292 www.pennsylvaniaamwater.com

ZL_PA_10DAY_MOREPAIR

EX: 4



PENNSYLVANIA
AMERICAN WATER
P.O. Box 2798, Camden, NJ 08101

10/15/2022

EXHIBIT

Collins 5 EAF 10-11-2023

exhibitsticker.com



004108 1 AB 0 488 04150 004108 004531 11 01 VC1QDY 003

MARGARET COLLINS
224 N HYDE PARK AVE
SCRANTON PA 18504-3390

For Service To:

Account Number: 1024-210029343611

Service Address: 224 N Hyde Park Ave
Scranton, PA 18504-3390

TEN DAY NOTICE OF SHUTOFF DUE TO REQUIRED SERVICE LINE REPAIR

It has come to our attention that part of your service line is leaking. This portion of the line extends from the main in the street to your home and is the responsibility of the homeowner. Until the service line is repaired, we will shut off water to 224 N Hyde Park Ave Scranton, PA 18504-3390 on or after 8:00 AM on 10/24/2022. There are still steps you can take to avoid this action. To stop the shut off, you must do one (1) of the following at once:

- 1.) Repair or replace your service line.
- 2.) Call 1-800-565-7292 today to tell us your contractor's estimated date of repair.
- 3.) Call 1-800-565-7292 before 10/24/2022 if you or someone in your home has a serious illness or a medical condition.

CONSIDERATION FOR MEDICAL EMERGENCIES

If someone living in your home is seriously ill or has a medical condition that will be aggravated by the cessation of service, we will not shut off your service during such illness provided you:

- (a) Have a licensed physician, nurse practitioner or physician's assistant certify in writing that such illness exists and that it may be aggravated if your service is stopped; and
- (b) Make arrangements to repair or replace the service pipe.
- (c) Contact us by calling the number shown above.
- (d) Have your licensed physician send a letter to the utility within 3 days verifying the medical condition.

If and when water services are required to be shut off, a turn on fee of \$30.00 will need to be made in order for water services to be restored.

If you have any questions or need more information, please call us at 1-800-565-7292. If you are not satisfied after you talk to us, you may file a complaint with the Pennsylvania Public Utility Commission by calling 1-800-692-7380 toll free, online at www.puc.state.pa.us, or by writing to P.O. Box 3265, Harrisburg, PA 17105-3265. The Pennsylvania Public Utility Commission will delay the shut off if you file the complaint before the shut off date.

Pennsylvania American Water thanks you for your urgent attention to this matter.



EX:5

Customer Service: M-F 7am to 7pm Emergency: 24/7: 1-800-565-7292 www.pennsylvaniaamwater.com

PA 10DAY NCREPAIR

004150 004691 VC1QDY ETM1C00001

(VC1QDY 004150010103

EXHIBIT

Collins 7 EAF 10-11-2023

exhibitsticker.com

PENNSYLVANIA AMERICAN WATER (PAWC)
PO BOX 2798
CAMDEN NJ, 08101
PH: 1800.565.7292

Margaret Collins
224 N.Hyde Park Ave.
Scranton, Pa.
Dec. 7, 2022

To Whom It May Concern,
Re: Account No. 1024-210029343611

I'm requesting the 10/11/22 written leak report by PAWC employee Luke for the Scranton, Pa. property at 224 N.Hyde Park Ave. (See Pennsylvania Statutes Title 65 P.S. § 67.703. Written requests.)

I'm also requesting a written report on how PAWC uses fire hydrants to detect water leaks.

Sincerely,



Margaret Collins

Mail to:

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



WEST SCRANTON
127 S MAIN AVE
SCRANTON, PA 18504-9998
(800)275-8777

12/07/2022 10:40 AM

Product	Qty	Unit Price	Price
---------	-----	------------	-------

First-Class Mail® Letter	1		\$0.60
--------------------------	---	--	--------

Camden, NJ 08101
Weight: 0 lb 0.30 oz
Estimated Delivery Date
Fri 12/09/2022

1

EX:7

EXHIBIT

Collins 9 EAF 10-11-2023

exhibitsticker.com

Customer Service

Note

08/12/2022 18:28:27 HOWARDK1

Margaret Collins

Contact Number (570) 343-1469

Account number 210029343611

customer states received door hanger at her property advising needing access to property for leak detection - notification states to contact Lee Jones 272-235-5674 to schedule appt. nothing updated on this account - please contact customer and advise if this is valid request Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - No

Note

10/03/2022 16:05:00 PEDENK

Customer call was related to dispute.

PA State Customer Advocacy BPEM Case generated: 1053843197.

Customer survey info captured.

Note

10/03/2022 16:05:00 PEDEN

Inbound/Outbound call: IN then OUT

Name/Relationship: Margaret Collins / 210029343611

Address: 224 N Hyde Park Ave, Scranton, PA, 18504-3390

EX-90

Phone: 570-343-1469

Email: lelani_c@yahoo.com

Balance on account: \$24.37

Issue: Customer says she keeps getting notices on door from AW guy. I advised there is leak on customer-side that must be repaired. She does NOT want to schedule someone to come inside her home. She also says her bill has not gone up. She wants to know what devices were used and how it was determined that she has a leak. She says she is not scheduling for anything to be dug up when she is not having a problem, until someone tells her how exactly it was determined there is a customer-side leak. I did advise her of the MLP s/o that is scheduled to be worked on 10/14/2022 to confirm the leak is repaired on that day. I offered to schedule for a s/o to have someone come out to speak with her about the leak. She declined scheduling a s/o. I also advised her the correspondence/letter "PA Non AWR Consumer Pipe Leak" has gone out today, 10/03/2022.

Resolution: Sent BPEM to LODS 1053843157

****This was originally incoming call. I had customer on hold trying to get access to the correspondence to read (which i never did and the support staff could not open it either). Tech issue trying to get back to customer and call disconnected. I called customer back. I was able to reach her and complete the call****

Satisfied: Yes

Verified/Updated heat type: Unknown.

Reviewed Notice: no

Updated ATP: no

Category: n/a

New IP Created: no

Reconnect Amount Quoted: n/a

Reconnect Plan Created: n/a

Provided Help Agency Info: no

Discussed Med Cert: no

EX: 9(2)

Customer Dispute: yes

Provided PUC Info: no

BPPEM Case 1053843157 of type "CS - Local District Support Follow up" was created and assigned to

Margaret Collins / 210029343611

224 N Hyde Park Ave, Scranton, PA

lelani_c@yahoo.com

570-343-1469

Customer says she keeps getting notices on door from AW guy. I advised there is leak on customer-side that must be repaired. She does NOT want to schedule someone to come inside her home. She also says her bill has not gone up. She wants to know what devices were used and how it was determined that she has a leak. She says she is not scheduling for anything to be dug up when she is not having a problem, until someone tells her how exactly it was determined there is a customer-side leak. I did advise her of the MLP s/o that is scheduled to be worked on 10/14/2022. She wants a phone call at: 570-343-1469

Note

10/21/2022 13:44:05 REIDE

Customer call was not related to dispute.

Customer survey info captured.

Note

10/21/2022 13:44:04 REIDE

inbound

Margaret Collins 5703431469

EX: 9(3)

issue called with case # 3872384 states PUC is supposed to be investigating the compliant resolution advised no PUC notes on the acct at this time place d hold on acct until 10/26/22 Lock of type Dunning reason Payment Extension valid 10/21/2022 - 10/26/2022 for Contract Account 210029343611 created Added lock Dunning from 10/21/2022 to 10/26/2022 Lock of type Calculate Interest reason Late Payment Charge Lock valid 10/21/2022 - 10/26/2022 for Contract Account 210029343611 created Added lock Calculate Interest from 10/21/2022 to 10/26/2022.

Note

10/24/2022 13:11:30 GEIBA

Inbound call:

Name/Relationship: Margaret Collins

Address: 224 N Hyde Park Ave

Scranton, PA 18504

Phone: (570) 343-1469

Email: lelani_c@yahoo.com

Balance on account: 46.83

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

EX: 9(4)

Discussed Med Cert: N

Customer Dispute: N

Provided PUC Info: N

Issue: wanted the outcome of the PUC case

Resolution: advised it is still in process. advised she will be called.

Satisfied? Y

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

Note

10/31/2022 13:06:17 COLEMAC3

BPEM Case 1055077547 of type "CS - State Customer Advocacy" was created and assigned to

Per Advocacy review of LODS BPEM case #1053843157, no action required by Customer Advocacy, closing case. Customer was informed by door tag of property owner side leak. Customer did not want to schedule an appointment for service, but wanted to know how the leak was detected. Per Local, customer's info sent to leak detection unit for customer contact and follow-up. Customer advised that if repairs are not made, the service will be turned off.

10/03/2022 15:56 Kim Peden

Margaret Collins / 210029343611 224 N Hyde Park Ave, Scranton, PA lalani_c@yahoo.com 570-343-1469

Customer says she keeps getting notices on door from AW guy. I advised there is leak on customer-side that must be repaired. She does NOT want to schedule someone to come inside her home. She also says her bill has not gone up. She wants to know what devices were used and how it was determined that she has a leak. She says she is not scheduling for anything to be dug up when she is not having a problem, until someone tells her how exactly it was determined there is a customer-side leak. I did advise her of the MLP s/o that is scheduled to be worked on 10/14/2022. She wants a phone call at: 570-343-1469

10/04/2022 11:40 Louis Mantione

EX: 9(5)

Sent to Lee Jones to call and explain to customer what devices were used. Customer does not have WLP and if they choose to not make repairs the service will be shut off around 10/24/22.

Note

12/15/2022 15:23:52 BREEDEE

BPEM Case 1057096394 of type CS - Repair Curb Box has been created.

Margaret Collins called in and stated that she has received shut offs for her property saying that there is a leak at the property in service line. Customer has had someone come out and stated that there is no leak in service line or house. Customer stated that person shut off curb stop and still heard sound. Person stated that leak is in curb stop and is our responsibility to repair. Please look into this issue and send someone to repair leak as soon as possible. Please and thank you. Please send letter to customer in the mail once issue has been resolved.

Note

12/15/2022 15:25:39 BREEDEE

Spoke with: Margaret Collins

Call Type: Inbound

Phone: 5703431469

Payment Type: N/A

Payment Amount: N/A

Confirmation Number: N/A

Notes: Customer called in to inquire about notice received. Advised customer of total amount due of \$22.82. Advised customer that notice came out saying that there is a leak in service line. Customer stated that no leak was found and person who evaluated property state that leak is on outside. Made case to repair curb stop. Case #1057096394 Due date 12/20.

Service Order Issued: No

EX: 9(6)

Type of Order Issued: N/A

Verified/Updated Heat Type: Yes

Reviewed Notice: No

Updated ATP: No

New IP Created: No

Catch up / Reconnect Amount Quoted: N/A

Catch up / Reconnect Plan Created: No

Provided Dollar Energy Info: No

Discussed Med Cert: No

Customer has a Dispute: No

Provided PUC info: No

Satisfaction with Info Given: Not Satisfied

"Have I Satisfied All of Your Concerns?": Not Satisfied

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

Note

12/20/2022 17:00:35 ROBERTC3

BPEM Case 1057331709 of type CS - Local District Support Follow up has been created.

Margaret Collins 224 N Hyde Park Ave, Scranton PA 18504 5703431469

EX: 9(7)

Customer called following up because she has rec'd another letter on 12/13/2022 stating her water will be shut off due to a leak. She states she called on 12/15 and scheduled a service order request per that the leak is on aw side and a case for her was created which she thought she had to be home for on 12/20/2022 but waited around all day. I informed her of the CS BPEM 105709634 had been requested but that it was not necessarily scheduled on 12/20/2022 and she would not have to be home. She is concerned because she will be away from home all day tomorrow and wants to make sure her water will be on still when she gets home. Prior notes on acct for PUC concern stating she was advised the leak was on aw side so she is not sure why she is getting the letters and would like to have someone leave her a message on her voicemail with a number of who she can call back int eh local office to discuss approx. when she can expect the work to be done and ensure her water stays on. Thank you.

10/3

Note

12/20/2022 17:01:14 ROBERTC3

Business lock applied successfully.

Note

01/05/2023 15:14:54 BREECER

BPEM Case 1058051739 of type CS - Local District Support Follow up has been created.

570-343-1469 Disputes Leak at property. Letter sent 12/14/22. Margaret said when curb stop is closed the leak is on AW side.. She spoke with a contractor who told her this information. She said this is impossible she has a leak as the letter states from 12/14/22. She claims there would be a high bill and the water pipe is wrapped the water would go into her ceiler.

Note

01/05/2023 15:26:23 BREECER

BPEM Case 1058051935 of type CS - Local District Support Follow up has been created.

EX: 9(8)

Margaret Collins: 224 N Hyde Park Ave Scranton, PA 18504. Customer is demanding the written leak report from Luke FSR on 10/11/22. She said she has requested already, and it has not been sent to her. She is disputing she has a leak. Disputes Leak at property. Letter sent 12/14/22. Margaret said when curb stop is closed the leak is on AW side. She spoke with a contractor who told her this information. She said this is impossible she has a leak as the letter states from 12/14/22. She claims there would be a high bill and the water pipe is wrapped the water would go into her ceiler. *what letter?*

Note

01/05/2023 15:37:50 BREECER

BPEM Case 1058051946 of type CS - Account Resolution Team Follow-up has been created.

Margaret said: Lee Jones, she has issues with him at the local office. Her words: She is 76 years old and feels he is striking against her by saying she has a leak on her side. Her words due to leak letters keep going to her home threatening to turn off the water. Could you please call Margaret 570-343-1469. She has reported Lee Jones to the PUC but would not give CCA the information.

Note

01/05/2023 16:44:34 BREECER

BPEM Case 1058053414 of type CS - Local District Support Follow up has been created.

Margaret said: Lee Jones she has issues with him at the local office. Her words: She is 76 years old and feels he is striking against her by saying she has a leak on her side. Her words due to leak letters keep going to her home threatening to turn off the water. Could you please call Margaret 570-343-1469. She has reported Lee Jones to the PUC but would not give CCA the information. She wants a call after 11:30 am Monday thru Friday. Thank you.

Note

01/10/2023 14:14:44 COLEMAC3

EX: 9(9)

BPEM Case 1058264426 of type "CS - State Customer Advocacy" was created and assigned to Per Advocacy review of LODS BPEM case #1057331709, no action required by Customer Advocacy, closing case. Customer following up on notices received. Per Local, customer has been advised several times that they have a leak on their side, not company's. Service will be turned off after moratorium if not repaired before then.

12/20/2022 17:00 Connie Robertson

Margaret Collins 224 N Hyde Park Ave, Scranton PA 18504 5703431469

Customer called following up because she has rec'd another letter on 12/13/2022 stating her water will be shut off due to a leak. She states she called on 12/15 and scheduled a service order request per that the leak is on aw side and a case for her was created which she thought she had to be home for on 12/20/2022 but waited around all day. I informed her of the CS BPEM 105709634 had been requested but that it was not necessarily scheduled on 12/20/2022 and she would not have to be home. She is concerned because she will be away from home all day tomorrow and wants to make sure her water will be on still when she gets home. Prior notes on acct for PUC concern stating she was advised the leak was on aw side so she is not sure why she is getting the letters and would like to have someone leave her a message on her voicemail with a number of who she can call back in the local office to discuss approx. when she can expect the work to be done and ensure her water stays on. Thank you.

12/21/2022 10:39 Louis Mantione

Customer was notified the leak is on the PO side. PUC determined the leak on the customer side is her responsibility. It was the customer's plumber who told her the leak is on AW side. This was an issue when the leak was first tagged as well. PA AW field reps confirmed multiple times that the leak is on the PO side. Unfortunately, the customer is coded as having HWH. If the leak is not repaired by the time the moratorium is lifted, they will be shut off on the first available day for non-repair of service pipe leak.

Note

02/06/2023 12:42:43 COLEMAC3

BPEM Case 1059676234 of type "CS - State Customer Advocacy" was created and assigned to Per Advocacy review of LODS BPEM case #1058051739, no action required by Customer Advocacy, closing case. Customer has called in several times disputing that the leak is on their side, insisting it's on the company side. Per notes from Local on customer has been contacted and advised that the leak is on their side. Local has offered customer other options to make the determination all of which the customer has refused. Per Local, customer states they are waiting to hear from the PUC regarding their case. 01/05/2023 15:14 Rhonda Breece 570-343-1469 Disputes Leak at property. Letter sent 12/14/22. Margaret said when curb stop is closed the leak is on AW side. She spoke with a contractor who told her this information. She said this

EX: 9 (10)

is impossible she has a leak as the letter states from 12/14/22. She claims there would be a high bill and the water pipe is wrapped the water would go into her ceiler. 01/06/2023 10:58 Lisa Abdo Spoke with customer, suggested she make an appointment with her contractor and leak detection team to determine the responsibility of the leak. The customer is not in favor of this step as no contractor will show up for that type of appt without knowing they will be paid. I explained that if it was finally determined by all parties that leak was PAWC responsibility then PAWC would reimburse the fees for her contractor. She is still stating that Luke Panusky let her hear the noise after the curb stop was shut off and indicated that when this happens it is actually a company side leak. Spoke with Luke Panusky and he denies such statement, he did let the customer hear the noise before the curb box was shut off and the no noise after the curb stop was off. Customer would also like be considered for the lead replacement program. Her current PVC service is running through the previous lead piping. I have spoken to Lead Program Coordinator for this area, and he doesn't believe that she would qualify for this program as that her actual water service is running through a plastic line not a lead line. She also requested that she be supplied notes from the encounter with Luke, I explained that I am not sure of that process but if notes were available, she would be mailed a copy. She has not received any notification from PUC regarding her case. It is noted that case is closed in their system.

Note

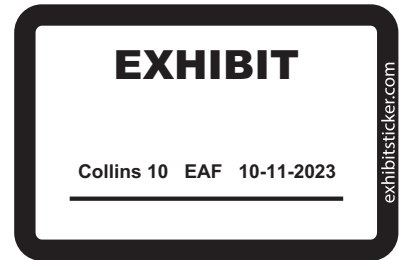
02/22/2023 07:15:23 SYS BCH MTC

The customer was sent a post card informing them of the Lead Service Line project on 2/13/2023.

EX: 9 (11)



12/13/2022



Margaret Collins
224 North Hyde Park Ave
Scranton, PA 18504-3390

For Service To:
Account Number: 1024-210029343611
Service Address: 224 N Hyde Park Ave
Scranton, PA 18504-3390

CONSUMER SERVICE PIPE LEAK

On 12/13/2022 our service representative visited your home and located a leak on your water service pipe between the curb box and your homes foundation. This water service pipe is part of your household plumbing and must be maintained by the homeowner. We believe that water is a valuable resource that should not be wasted, which is why we are writing to you and advising that leaks often lead to property damage above and below the ground. If your water meter is set outside your home, leaks will also contribute to unnecessary high bills. **IF YOU ARE NOT THE HOMEOWNER, PLEASE GIVE THIS LETTER TO YOUR LANDLORD TO HAVE THE SERVICE PIPE REPAIRED.**

Due to the importance of this matter, repairs must be made within 10 days of the date of this letter. If repairs are not made, water service may be discontinued. If you have the American Water Resources Service Line Protection Plan, please contact them immediately at 1-866-430-0819. In the event the leak on your service pipe worsens, or should the condition pose a threat to property and/or public safety, American Water reserves the right to discontinue water service immediately. Once the service has been terminated, it will not be reinstated until necessary repairs have been completed. **ONCE AGAIN, IF YOU ARE NOT THE HOMEOWNER, PLEASE GIVE THIS LETTER TO YOUR LANDLORD TO HAVE THE SERVICE PIPE REPAIRED.**

If you do not have the American Water Resources Service Line Protection Plan and have questions or need additional time to complete the repairs, please call our Customer Service Representatives at 1-800-565-7292, Monday to Friday, 7 a.m. to 7 p.m.

EX:10

EXHIBIT

Collins 11 EAF 10-11-2023

exhibitsite.com

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

DATE OF DEPOSIT

*Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an informal complaint.*

JAN 27 2023

To complete this form, please type or print legibly in ink.

PA Public Utility Commission
Secretary's Bureau

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name MARGARET COLLINS

Street/P.O. Box 224 N. HYDE PARK AVE. Apt # _____

City SCRANTON State PA. Zip 18504

County LACKAWANNA

Telephone Number(s) Where We Can Contact You During the Day (required):

(570) 343-1469 (home) (_____) (mobile)

E-mail Address (required): LELANI_C@YAHOO.COM

Utility Account Number (from your bill) 1024-210029343111

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PENNSYLVANIA AMERICAN WATER

JAN 27 2023
 PA Public Utility Commission
 Secretary's Bureau

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC
- GAS
- WATER
- STEAM HEAT
- STORM WATER
- WASTEWATER/SEWER
- TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- MOTOR CARRIER (e.g. taxi, moving company, limousine)

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
 ON 1/18/23 SAID MY WATER WILL BE TERMINATED WHEN THE WINTER PROTECTION IS OVER IF I DON'T FIX THE LEAK. SEE ATTACHED →
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important. SAID THEY WOULD SEND EXPLANATION OF LEAK AND RTK REQUEST FOR LUKE'S 10/11/22 WRITTEN LEAK REPORT ON: 10/3/22, 12/7/22, 12/15/22, 12/20/22, 1/6/23, 1/18/23 - AND DID NOT SEND. ON 12/15/22 SAID THE LEAK IS SCHEDULED TO BE FIXED ON 12/20/22 - ON 1/5/23 & 1/6/23 DENIED IT WAS SCHEDULED TO BE FIXED. SEE ATTACHED FOR DETAILS →
- Other (explain).

On 10/18/22, Angela filed BCS Complaint Case No. 3872384 regarding two door hangers on 8/11/22 and 9/30/22 left by Pennsylvania American Water Co. (PAWC); and a 10/14/22 email termination.

On 11/23/2022 Montrell Smith (1.800.692.7380 ext. 6457) was assigned investigator to the case. The Pa. PUC Consumer Complaint Procedures Guide states: This is the way to "appeal your BCS decision." When you get the BCS decision about your problem in the mail, there also will be a **form** called a "Notification of Intent to Appeal." If you would like to appeal, be sure to send the form to the Secretary of the PUC at the address listed on the form. I did not get a BCS decision in the mail or the form or information to appeal an alleged water leak on my property. Mr. Smith's mailbox was full when I called several times. I then called PUC on 1/17/23 and was sent this form to appeal.

BCS is in error: PAWC did not provide any evidence of a water leak on my property. Conversely, when Luke closed the curb stop and found a noise leak on 10/11/22 -this is material evidence that the leak is PAWC's responsibility to fix. PAWC continues to withhold explanation and a Right To Know request for Luke's 10/11/22 written leak report on six occasions below:

On 10/3/22 I requested a written letter explaining how the leak was determined. **Again** on 12/7/22, I mailed a Right To Know request for Luke's 10/11/22 written leak report that also asks how PAWC uses fire hydrants to detect water leaks (ex.7). **Again** on 12/15/22 at 3:20 pm, Elizabeth said PAWC received the Right To Know request and said the curb stop leak is scheduled to be fixed on 12/20/22. **Again** on 1/5/23 at 3:18, I asked Rhonda (PAWC) for Luke's written leak report. **Again** on 1/6/23 at 11:10 am, supervisor Lisa (PAWC) - I requested Luke's written leak report. **Again** on 1/18/23 at 3:30 pm, Lori (Senator Marty Flynn's office) said PAWC refused to send the Right To Know request for Luke's 10/11/22 written leak report - and PAWC said that my water will be terminated when the winter protection is over if I haven't fixed the leak.

On 8/11/22, a door hanger stated that PAWC was investigating a possible leak (ex:1) and to call (Lee Jones at: 272.235.5674) - **I took this notice to be a scam on the elderly (I'm 76 years).** It did not include my account number 1024-210029343611 or name. I called PAWC (1.800.565.7292) and was told there was no work order for my residence and proper protocol was not followed.

On 9/30/22, a door hanger (no letter) now states I have a leak (ex:1). On **10/3/22** at 3:06 to 4:08 pm, I again called PAWC and was told by Cam (phonetic) that her supervisor said I had to repair the leak. I **requested a written letter explaining how the leak was determined** as I have no dirty water, no leaks, no loss of water pressure, and no increase in my bill (ex:8) and no leak from the existing pipe where a water line was sleeved through to repair a leak (ex:3). Cam said I would get a call in 5 days and someone will check the leak on 10/14/22 and that I did not have to be home. I got no written explanation, no phone call and no one came out to check the leak - instead (the next day) a 10/4/22 letter states to repair the leak within 10 days date of letter to avoid termination (ex:2).

On 10/10/22 at 5:15 pm, I called Lee Jones (local office: 272.235.5674) who sent Luke to find a leak.

(1) On 10/11/22 at 11:20 am, Luke closed the curb stop (shut-off), and found a noise leak, then placed the ear phones on my head to hear the noise leak. My kitchen faucet ran a fire red color

for several minutes when the curb stop was opened.

(2) On 10/12/22 at 10:30 am, I called Lee Jones (272.235.5674) to discuss Luke's finding. He said that the fire hydrant leak nodes listen for leaks. I previously had a water line sleeved through the existing pipe to repair a leak in the cellar. (ex:3). In over 50 years in this house there's been no maintenance on the curb stop or main. **Lee said if the leak is at the curb stop, it will be fixed at no charge** and offered a contractor's contact info who does repairs \$800 to \$1,200. (Contractor said leak is on my property, said \$2,700 - no check, cash only, and gave two contractors to call if I don't call him back).

On 10/14/22 a **DO NOT REPLY PAWC email** (ex:4) stated my water will be terminated on 10/24/22 and will cost \$30 to turn on when repairs are made (costing me thousands). I don't go online often and delete **DO NOT REPLY** emails (My water would have been terminated if I had not found this email by chance).

On 10/21/22, I received a PAWC letter dated 10/15/22 (ex:5) stating water termination on 10/24/22 (a 3 day notice). I spoke to Heather at the PUC who again sent notice to PAWC and referred me to call them, whereby I spoke to Lisa (PAWC) who said she did not have any information from PUC regarding my account. I gave Lisa my Case No.3872384 and she put a hold on the termination. On 10/24/22 at 11:12 am, I spoke to April (PAWC) who said there's a lock on my account that will prevent termination of service and that PUC will call me.

(3) **Two contractor's professional finding (10/20/22) is that there is no evidence of a leak on my property** - and is corroborated by PAWC's finding of a noise leak when the curb stop is shut-off (see 1), above). **A noise leak at the closed curb stop is PAWC's responsibility to fix.** One contractor called PAWC to report his finding on my property but couldn't get through.

(4) **My PAWC bill charges a Wastewater DSIC charge of 0.39 and another DSIC charge of 0.15** - these charges amount to millions annually and are billed to customers' water bills **for PAWC's use to do their repairs** (ex:8). PAWC is a monopoly that has no incentive to use DSIC money to fix their repairs - but instead resorts to conduct promoting schemes and mechanisms that push corporate costs and financial risks onto consumers while they profit on infrastructure projects before they are in service (ex:6; pages 1,2 and page 5 at 23. As such, cities and states terminate contracts with American Water (ex:6; pages 3,4).

PAWC knows a noise leak at the closed curb stop is PAWC's responsibility to fix. See (1), (2), (3), (4) above. Refusing to send after agreeing to send Luke's 10/11/22 written leak report and explanation on six occasions is acting in bad faith, fraudulent deception and concealment.

On 12/7/22, I mailed a Right To Know request for Luke's 10/11/22 written leak report under Pennsylvania Statutes Title 65 to: PAWC Box 2798 Camden N.J. 08101 (ex:7).

On 12/15/22 at 3:20 pm, Elizabeth (1.800.565.7292) said PAWC received my 12/7/22 Right To Know request for Luke's 10/11/22 written leak report (that found a leak noise at the closed curb stop) and **said the curb stop leak is scheduled to be fixed on 12/20/22** - a no show.

At 5:00 pm on 12/15/22, Connie (1.800.565.7292) said the local office (Lee Jones) will contact me with a curb stop fix date and send a letter when the work is completed. Instead,

On 12/28/22, the local office (Lee Jones) left another door hanger to check my water meter (ex:1). The water meter was checked on 10/11/22 by Luke - no leaks inside and no problem with the water meter. He went outside, closed the curb stop valve and found a noise leak at the closed curb stop and placed the ear phones on my head to hear the noise leak. My kitchen sink ran a fire red color for several

minutes when the curb stop was opened.

On 1/5/23 at 3:18 pm, I spoke to Rhonda (1.800.565.7292) regarding the 12/28/22 door hanger (ex:1). She said she'd send Luke's 10/11/22 written leak report (she did not) and denied that (on 12/15/22) Elizabeth said there was a 12/20/22 date to fix the curb stop leak and denied Connie said the local office will contact me to fix the curb stop and send a letter when completed. Rhonda's actions to change the facts to fix the curb stop leak on 12/20/22 and withholding Luke's report is willful fraud and concealment. She said the 12/28/22 door hanger is to check my water meter - I said it was done by Luke on 10/11/22. Rhonda said her supervisor will call me on a private phone line.

On 1/6/23 at 11:10 am, supervisor Lisa called and said the curb stop was silent when closed and the leak is on my property. I told her that Luke closed the curb stop and found a noise leak. I said she knows the leak is on her side and they keep putting me through this. She instructed: another tech will come out and I will check the curb stop with him (this was done with Luke on 10/11/22) and then I will schedule a contractor to meet with their tech (This was done with Luke, I'm on a fixed income - Roto Rooter charges \$235 to send a tech to meet their tech and \$193 an hour thereafter). Lisa's actions to change the facts are willful fraud. I said I need to see Luke's 10/11/22 written leak report first - she agreed to send it (she didn't). I explained I previously had a water line sleeved through the existing pipe to repair a leak in the cellar and asked about their lead replacement program.

On 1/18/23 at 3:30 pm, Lori (Senator Marty Flynn's office) said PAWC refused to send the Right To Know request for Luke's 10/11/22 written leak report. PAWC also said my water will be terminated when the winter protection expires if I don't fix the leak.

There is no material evidence of a leak on my property - and is corroborated by Luke's finding of a noise leak at the closed curb stop. Further, there's **no** loss of water pressure, **no** dirty water, **no** increase in my bill (ex: 8) and **no** leak from the existing pipe where a water line was sleeved through to repair a leak (ex:3).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

PAWC did not provide any evidence that there is a leak on my property. Conversely, On 12/15/22 at 3:20 pm Elizabeth (1.800.565.7292) said my request for Luke's 10/11/22 noise leak report was received and the curb stop leak is scheduled to be fixed on 12/20/22. Connie said a letter will be sent when completed.

A series of conflicting unlawful actions pursued:

On 1/5/23 at 3:18 pm, Rhonda (1.800.565.7292) said she will send Luke's 10/11/22 written leak report (she didn't) and denied that Elizabeth and Connie said the curb stop would be fixed.

On 1/6/23 at 11:10 am, Lisa called on a private phone line reversing Luke's report: said curb stop was silent when closed, the leak is on my property. Said she'd send Luke's 10/11/22 leak report (she didn't).

Chapter 56 assures adequate provision of residential public utility service, to restrict unreasonable termination of or refusal to provide that service and to provide functional alternatives to termination or refusal to provide that service. See 52 Pa. Code § 56.1: Here PAWC (a) is unreasonable for weaponizing termination to force repair of a leak they refuse to give evidence of - the purpose to push costs onto me (ex:1,2,4,5,6,7), and (b) did not provide available alternatives to termination: PAWC's lead service line replacement program was approved by Pa. PUC in October 2019 consistent with the passage of Act 120 of 2018. Also available DSIC funds. Ch.14 of the Public Utility Code 66 Pa. C.S. Ch.14 mandates a right to know and to have a clear and concise explanation and reliable service: PAWC failed to explain and continues to conceal the Right To Know request for Luke's 10/11/22 noise leak report.

I request PUC to order PAWC to bear full cost of the repairs through the existing mechanism known as the Distribution System Improvement Charge (DSIC) or by other means as the Commission finds necessary. And, impose appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Ch.14, and impose penalties for concealing the Right To Know request for Luke's 10/11/22 written leak report and for unlawful acts by employees to stop the 12/20/22 curb stop leak repair and all other unlawful actions that involve violations of the Public Utility Code for penalty amounts. See 52 Pa. Code s 54.43(f) and/or impose penalties and remedies as the Commission finds necessary.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)/ Domestic Violence

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order or any other order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are **not** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

Verification:

I MARGARET COLLINS, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Margaret Collins _____ 1-27-23
(Signature of Complainant) (Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

10. How to File Your Formal Complaint

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission: OSIT

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

JAN 27 2023
PUC PUBLIC UTILITY Commission
Secretary's Bureau

If you are appealing a BCS decision: follow the directions in the cover letter you received from the Secretary's Bureau with the formal complaint form. **ONLY** Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be efiled or mailed.**

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

DATE OF DEPOSIT

JAN 27 2023

PA Public Utility Commission
Secretary's Bureau

224 N. Hyde Park Ave, Scranton
**WE STILL HAVE
WORK TO DO.**

Our service representative visited your property today and was unable to:

- Read the meter.
- Install or replace the water meter.
- Install or replace a remote meter reading device.
- Turn your water off for repairs as requested.
- Turn your water on.
- Obtain your billing information. Please call us.
- Investigate a ~~high water bill~~ **leak**.
- Check your water pressure.
- Remove your water meter.
- Perform the needed service work inside because no one was available to let us in.
- Other: _____
- Please see reverse for additional details.

**TODAVÍA TENEMOS TRABAJO
QUE HACER.**

Nuestro representante visitó su propiedad hoy y no pudo:
(Vea el reverso para los artículos marcados que aplican.)

- Leer el medidor.
- Instalar o reemplazar el medidor de agua.
- Instalar o reemplazar el dispositivo lector remoto del medidor de agua.
- Cerrar su suministro de agua por reparaciones como se solicitó.
- Abrir su suministro de agua.
- Obtener su información de facturación. Por favor, llámenos.
- Investigar una factura alta de agua/fuga.
- Verificar su presión de agua.
- Quitar su medidor de agua.
- Llevar a cabo el servicio necesario adentro, porque no había nadie disponible para permitirnos entrar.
- Otro: _____
- Por favor vea abajo para detalles adicionales.

FOLLOW-UP REQUIRED

- Please call us to reschedule a service visit.
- We need to perform additional work on our system before completing your order.
- You will need to perform plumbing repair work before we can complete your order.

Date: 8/11/22 Time: _____ a.m. / p.m.
Account Number: _____

Vea el reverso para ver este mensaje en español.

More Info on other side →

**PENNSYLVANIA
AMERICAN WATER**

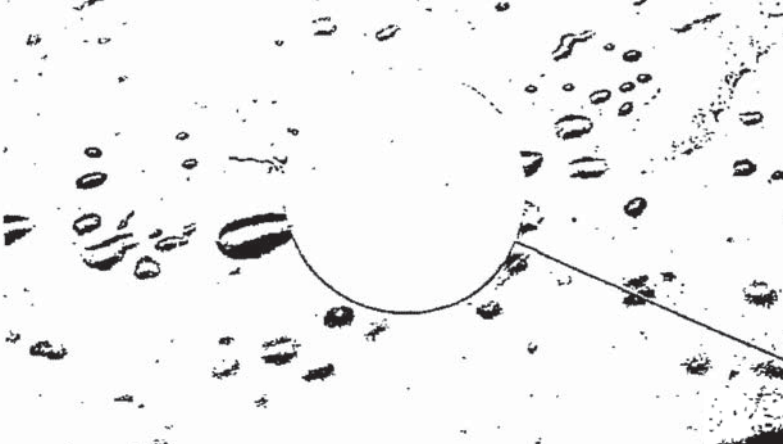
CUSTOMER SERVICE
HOURS OF OPERATION: M-F, 7 a.m. to 7 p.m.
FOR EMERGENCIES: We're available 24/7

SE REQUIERE SEGUIMIENTO

- Por favor llámenos para programar una visita de servicio.
- Necesitamos llevar a cabo trabajo adicional en nuestro sistema antes de finalizar su orden.
- Necesita llevar a cabo servicio de reparación de plomería antes de que podamos finalizar su orden.

NOTES (NOTAS)
Please contact Lee Jones to Set up an
appointment so we may investigate a
possible leak on your water line.
(272) 235 5674

EX:1



WE STILL HAVE WORK TO DO.

Our service representative visited your property today and was unable to:

- Read the meter.
- Install or replace the water meter.
- Install or replace a remote meter reading device.
- Turn your water off for repairs as requested.
- Turn your water on.
- Obtain your billing information. Please call us.
- Investigate a high water bill/leak.
- Check your water pressure.
- Remove your water meter.
- Perform the needed service work inside, because no one was available to let us in.
- Other: _____
- Please see reverse for additional details.

FOLLOW UP REQUIRED

- Please call us to reschedule a service visit.
- We need to perform additional work on our system before completing your order.
- You will need to perform plumbing repair work before we can complete your order.

Date: 10-28-22 Time: 9:10 a.m. / p.m.
 Service Order No.: 224 Hyde Park Scranton

Veá el reverso para ver este mensaje en español.

LEAK ON CUSTOMER-OWNED SERVICE PIPE

DATE

SERVICE ADDRESS

PREMISE #

ACCOUNT #

While surveying our water system for potential leaks, we detected a leak on your water service pipe.

Water service pipe is defined in Pennsylvania American Water's tariff (Section 2.12) as the portion of a water pipe not owned by the water company, which transmits water from the company-owned water main to the customer's premise. In addition, as stated in Section 4.9, the customer is responsible for the installation, repair, replacement and maintenance of all service pipes from the curb valve to the property, including any metered water use that is attributable to a leak in the customer-owned service pipe.

It is important that you have the leak repaired within 10 days.

To conserve water, maintain adequate pressure in the distribution system and avoid the potential of having your water service disconnected, we ask that you have the leak repaired within 10 days.

Have questions? Need more time?

If you have questions or need additional time to schedule the repair, please contact Pennsylvania American Water at (272) 235-5674 Lee Jones



PENNSYLVANIA AMERICAN WATER

CUSTOMER SERVICE

HOURS OF OPERATION: M-F, 7 a.m. to 7 p.m.
 FOR EMERGENCIES: We're available 24/7

1-800-565-7292

PA-03



PENNSYLVANIA AMERICAN WATER

10/04/2022



007892 1 AB 0.488 07968/007892/008939 22 01 VC1NXR 004

MARGARET COLLINS
224 N HYDE PARK AVE
SCRANTON PA 18504-3390

For Service To:

Account Number: 1024-210029343611
Service Address: 224 N Hyde Park Ave
Scranton, PA 18504-3390

CONSUMER SERVICE PIPE LEAK

While surveying our water system for potential leaks, we detected a leak on your water service pipe. On 09/30/2022 our service representative visited your home and located a leak on your water service pipe. The water service pipe is defined in Pennsylvania American Water's tariff with the PA Public Utility Commission as the portion of the pipe that transmits water from the company-owned water main to the customer's premise and is owned by the customer -- not the water company. In addition, the tariff says the customer is responsible for the installation, repair, replacement and maintenance of all service pipes from the curb valve to the property, including any metered water use that is attributable to a leak in the customer-owned service pipe. **IF YOU ARE NOT THE HOMEOWNER, PLEASE GIVE THIS LETTER TO YOUR LANDLORD TO HAVE THE SERVICE PIPE REPAIRED.** Water is a valuable resource that should not be wasted. Not only do leaks waste water, but they can also lead to property damage above and below the ground, and they can result in unnecessary high bills.

It is important that you have the leak repaired within 10 days. To conserve water, maintain adequate pressure in the distribution system and avoid the potential of having your water service disconnected, we ask that you have the leak repaired within 10 days of the date of this letter. If repairs are not made, your water service may be discontinued. In the event the leak on your service pipe worsens, or should the condition pose a threat to property and/or public safety, we reserve the right to discontinue water service immediately. Once the service has been terminated, it will not be reinstated until necessary repairs have been completed.

If you have questions or need additional time to schedule the repair or if the repairs have been completed, please contact Pennsylvania American Water at 1-800-565-7292, Monday to Friday, 7:00 a.m. to 7:00 p.m.

DATE OF DEPOSIT

JAN 27 2023

PA Public Utility Commission
Secretary's Bureau

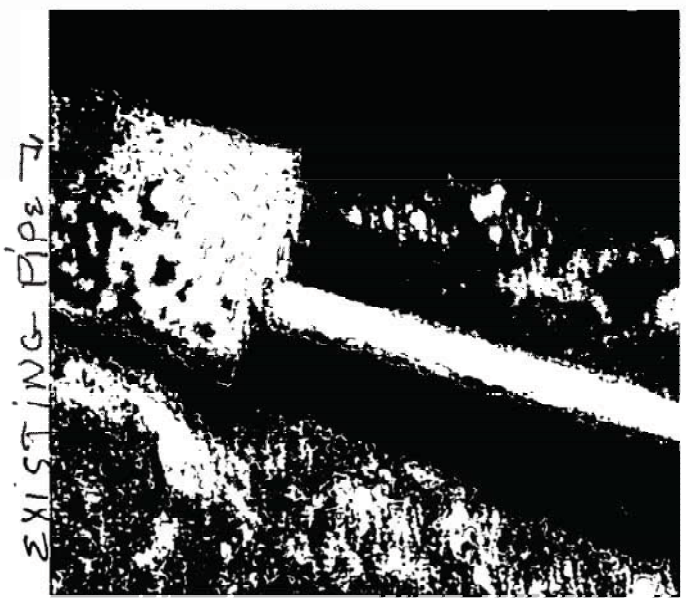
EX: 2



DATE OF DEPOSIT

JAN 27 2023

PA Public Utility Commission
Secretary's Bureau



WATERLINE SLEEVED THROUGH
← EXISTING PIPE

NO WATER LEAK FROM EXISTING PIPE.

↑ CELLAR FOUNDATION



PENNSYLVANIA
AMERICAN WATER

P.O. Box 2798, Camden, NJ 08101

DATE OF DEPOSIT

10/14/2022

JAN 27 2023

PA Public Utility Commission
Secretary's Bureau

Margaret Collins
224 North Hyde Park Ave
Scranton, PA 18504-3390

For Service To:
Account Number: 1024-210029343611
Service Address: 224 N Hyde Park Ave
Scranton, PA 18504-3390

TEN DAY NOTICE OF SHUTOFF DUE TO REQUIRED SERVICE LINE REPAIR

It has come to our attention that part of your service line is leaking. This portion of the line extends from the main in the street to your home and is the responsibility of the homeowner. Until the service line is repaired, we will shut off water to 224 N Hyde Park Ave Scranton, PA 18504-3390 on or after 8:00 AM on 10/24/2022. There are still steps you can take to avoid this action. To stop the shut off, you must do one (1) of the following at once:

- 1.) Repair or replace your service line.
- 2.) Call 1-800-565-7292 today to tell us your contractor's estimated date of repair.
- 3.) Call 1-800-565-7292 before 10/24/2022 if you or someone in your home has a serious illness or a medical condition.

CONSIDERATION FOR MEDICAL EMERGENCIES

If someone living in your home is seriously ill or has a medical condition that will be aggravated by the cessation of service, we will not shut off your service during such illness provided you:

- (a) Have a licensed physician, nurse practitioner or physician's assistant certify in writing that such illness exists and that it may be aggravated if your service is stopped; and
- (b) Make arrangements to repair or replace the service pipe.
- (c) Contact us by calling the number shown above.
- (d) Have your licensed physician send a letter to the utility within 3 days verifying the medical condition.

If and when water services are required to be shut off, a turn on fee of \$30.00 will need to be made in order for water services to be restored.

If you have any questions or need more information, please call us at 1-800-565-7292. If you are not satisfied after you talk to us, you may file a complaint with the Pennsylvania Public Utility Commission by calling 1-800-692-7380 toll free, online at www.puc.state.pa.us, or by writing to P.O. Box 3265, Harrisburg, PA 17105-3265. The Pennsylvania Public Utility Commission will delay the shut off if you file the complaint before the shut off date.

Pennsylvania American Water thanks you for your urgent attention to this matter.

EX:4



P.O. Box 2798, Camden, NJ 08101

10/15/2022



004108 1 AB 0.488 04150/004108/004531 11 01 VC1QDY 003

MARGARET COLLINS
224 N HYDE PARK AVE
SCRANTON PA 18504-3390

For Service To:

Account Number: 1024-210029343611
Service Address: 224 N Hyde Park Ave
Scranton, PA 18504-3390

TEN DAY NOTICE OF SHUTOFF DUE TO REQUIRED SERVICE LINE REPAIR

It has come to our attention that part of your service line is leaking. This portion of the line extends from the main in the street to your home and is the responsibility of the homeowner. Until the service line is repaired, we will shut off water to 224 N Hyde Park Ave Scranton, PA 18504-3390 on or after 8:00 AM on 10/24/2022. There are still steps you can take to avoid this action. To stop the shut off, you must do one (1) of the following at once:

- 1.) Repair or replace your service line.
- 2.) Call 1-800-565-7292 today to tell us your contractor's estimated date of repair.
- 3.) Call 1-800-565-7292 before 10/24/2022 if you or someone in your home has a serious illness or a medical condition.

CONSIDERATION FOR MEDICAL EMERGENCIES

If someone living in your home is seriously ill or has a medical condition that will be aggravated by the cessation of service, we will not shut off your service during such illness provided you:

- (a) Have a licensed physician, nurse practitioner or physician's assistant certify in writing that such illness exists and that it may be aggravated if your service is stopped; and
- (b) Make arrangements to repair or replace the service pipe.
- (c) Contact us by calling the number shown above.
- (d) Have your licensed physician send a letter to the utility within 3 days verifying the medical condition.

If and when water services are required to be shut off, a turn on fee of \$30.00 will need to be made in order for water services to be restored.

If you have any questions or need more information, please call us at 1-800-565-7292. If you are not satisfied after you talk to us, you may file a complaint with the Pennsylvania Public Utility Commission by calling 1-800-692-7380 toll free, online at www.puc.state.pa.us, or by writing to P.O. Box 3265, Harrisburg, PA 17105-3265. The Pennsylvania Public Utility Commission will delay the shut off if you file the complaint before the shut off date.

Pennsylvania American Water thanks you for your urgent attention to this matter.

DATE OF DEPOSIT

JAN 27 2023

PA Public Utility Commission
Secretary's Bureau

EX:5



American Water: A Corporate Profile

Fact Sheet • November 2013

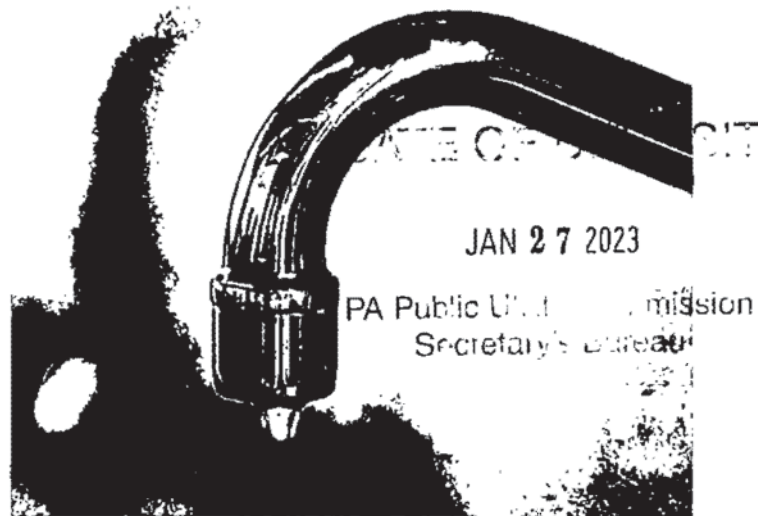
American Water Works Company is the largest publicly traded U.S. water utility company, serving approximately 14 million people in more than 30 states and two Canadian provinces.¹

Background

American Water traces its roots to the American Water Works & Guarantee Company, which was founded in McKeesport, Pa., in 1886.² In 1914, when the company was unable to pay its debts, receivers for upset investors reorganized the company under new management and created the American Water Works & Electric Company, whose name reflected its sizable holding of power companies.³ Following the Great Depression, new federal regulations of public utility holding companies forced American Water Works & Electric Company to restructure, and it sold off its lucrative water businesses to finance the change.⁴

Purchased through the Northeastern Water Company,⁵ John H. Ware, Jr., a Pennsylvania millionaire,⁶ was the sole bidder for the water assets⁷ and took control of the newly formed American Water Works Company in 1947.⁸ The Northeastern Water Company merged into American Water in 1962.⁹ The Ware water dynasty lasted for decades. After Ware retired as chair of the American Water board of directors in 1960, his oldest son (John H. Ware, III) took his place, serving until 1984;¹⁰ later, his granddaughter Marilyn Ware Lewis chaired the board from 1988 until 2003.¹¹

In 2003, German energy giant RWE bought American Water in an audacious and ultimately disastrous \$7.6 billion deal.¹² After just two years, RWE announced its plan to pull out of the U.S. water sector.¹³ Leaked minutes from a RWE board meeting revealed that American Water had failed to meet any of its targets¹⁴ and that “considerable political resistance to privatization of the water sector” was a major factor in its failure to thrive.¹⁵ RWE began selling off American Water in April 2008,¹⁶ and had completely divested itself of the company by the end of 2009. At the end of 2012, American Water still carried more than a billion dollars of legacy costs associated with RWE’s foray and retreat.¹⁷



Strategy

American Water, through its subsidiaries, focuses on owning water and sewer systems.¹⁸ It targets struggling municipal systems for takeover, purchases other private systems adjacent to its existing network, and hikes water and sewer rates.¹⁹ During 2012, it bought 10 water and sewer systems and hiked water rates in nine states.²⁰ That year, it also sold its systems in Arizona, New Mexico and Ohio to concentrate on states expected to be more profitable.²¹

The company is, in the words of CEO Jeffry Sterba, “very active on the public policy and regulatory front.”²² It seeks to influence state governments and regulatory agencies to authorize schemes and mechanisms that facilitate rate hikes, speed up investment returns and push corporate financial risks onto consumers.²³ The company pursues half a dozen different tricks: infrastructure surcharges, purchased water and power surcharges, surcharges to offset decreased revenue from water

conservation, rate setting based on projections instead of actual costs, charging the same rates statewide regardless of local conditions and profiting on infrastructure projects before they are in service.²⁴ The company also lobbies the federal government for special tax breaks and other assistance that could facilitate privatization or shareholder earnings. During 2012 and the first half of 2013, it spent \$270,000 to lobby Congress, the White House and the Treasury Department about water financing legislation and tax policy.²⁵

While increasing rates on consumers, the company seeks to squeeze its workforce;²⁶ from 2011 to 2012, it cut labor costs by \$17.8 million, or 3.6 percent, most of which came out of employee pensions.²⁷ American Water or its subsidiaries have violated labor law several times, including interfering with protected union organizing activities²⁸ and unilaterally and improperly slashing employee benefits.²⁹

Another area of interest to the company is the "opportunity" to exploit Marcellus Shale development through a two-pronged strategy of building pipelines to provide water to drillers and then connecting households along the pipeline to its water system.³⁰ From 2011 to 2012, American Water

doubled its sales to water drillers, making about \$3 million in 2012 by selling more than 430 million gallons to oil and gas companies.³¹

The company also operates the water or sewer systems of several dozen local governments and nine military bases.³² It actively seeks long-term concessions of other government systems with a strong interest in the lucrative 50-year Department of Defense deals.³³ From January 2012 through June 2013, the company spent \$110,000 to lobby Congress and the Department of Defense to support privatizing military water utilities.³⁴

Key Financial Figures (2012)

American Water Works Company (AWK)

Headquarters: Voorhees, N.J.

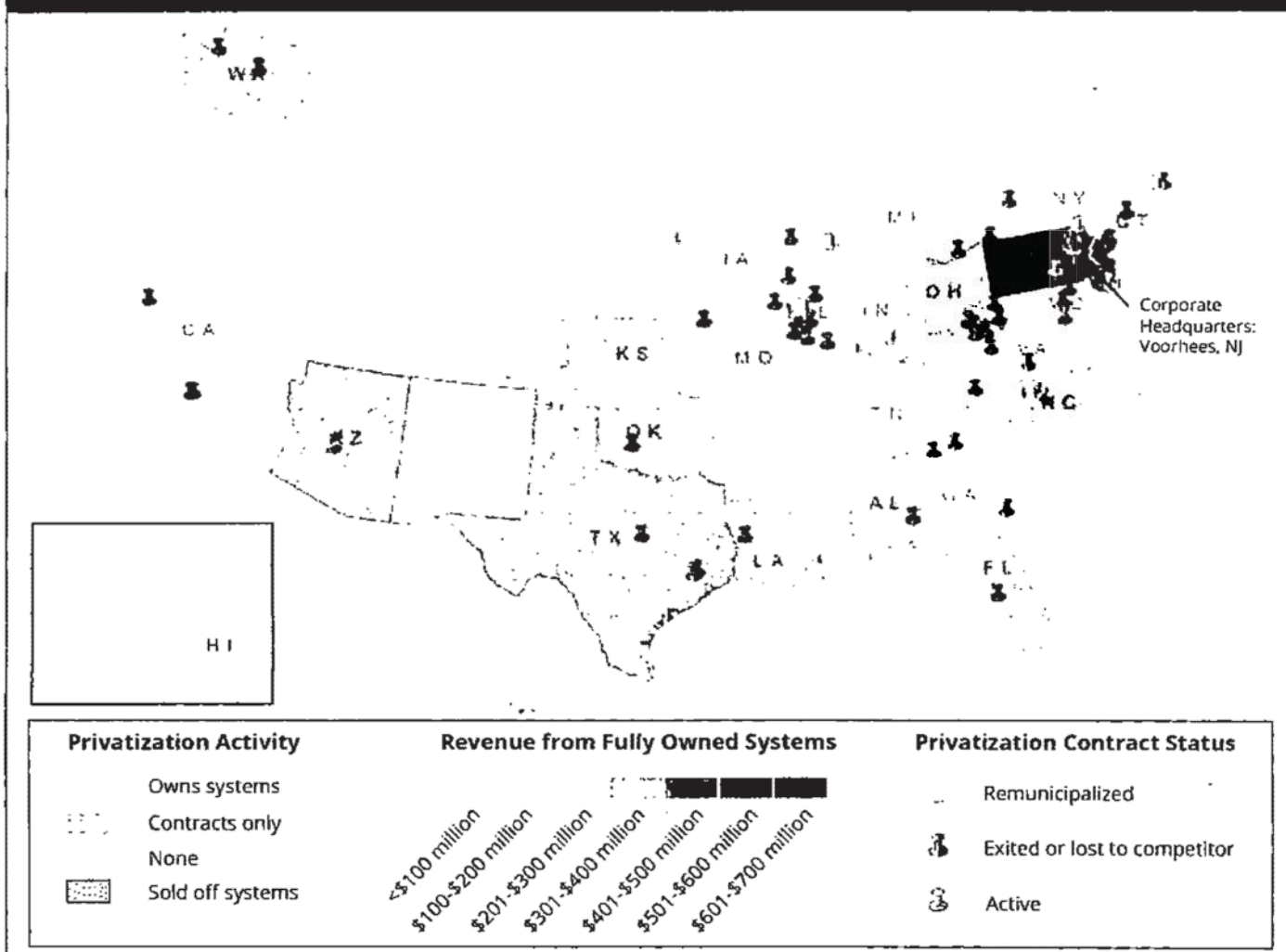
CEO: Jeffrey E. Sterba

Total CEO Compensation: \$3.8 million⁴⁰

Revenues: \$2.9 billion⁴¹

Profit: \$358 million⁴²

American Water in the United States



2012 revenue; contracts not comprehensive. Last updated August 2013.

Sources: American Water. U.S. Securities and Exchange Commission. Form 10-K. March 1, 2013; Food & Water Watch's internal database of privatization contracts, August 2013.

Assessment

American Water has come under fire from communities across the country for charging high rates, providing poor service, endangering public safety and lacking public accountability.³⁵ From Birmingham, Ala., in the 1950s ("The general public will not accept that we continue to pay damyankees [to run the water system].")³⁶ to Felton, Calif., in 2008,³⁷ communities across the country have wrested local control of their water systems from American Water. As of 2013, the company faces ongoing municipalization struggles from the Monterey Peninsula, Calif.,³⁸ to metropolitan Chicago, Ill.³⁹

Felton, Calif.: Local Control to Save Money

In 2008, the people of Felton successfully wrested control of their water system from the clutches of California American Water.

This small coastal community just north of Santa Cruz began mobilizing in the fall of 2002, while the company sought a 74 percent revenue increase and was being bought by RWE.⁴¹ Over the next five and a half years, Felton FLOW – Friends of Locally Owned Water – organized dozens of meetings and fundraisers, opposed the company's rate increases before state regulators and helped the San Lorenzo Valley Water District purchase the local water system.⁴⁴

Above all, Felton FLOW led the charge behind ballot Measure W, which authorized a special tax to pay for an \$11 million bond to finance the public buyout.⁴⁵ In July 2005, despite a well-lubricated, no-holds-barred corporate campaign against the measure,⁴⁶ voters approved the bond measure by a 3-to-1 margin.⁴⁷ As water district officials remarked, "It is hard to imagine how any stronger proof could be provided of the Felton community's level of commitment and support for gaining local control of their water utility."⁴⁸

California American Water continued to fight the sale, and its legal wrangling delayed the purchase and wasted public resources. The water district repeatedly told the company that it wanted to negotiate a settlement and avoid eminent domain litigation,⁴⁹ but the company refused to come to the bargaining table, forcing the district to file an eminent domain petition.⁵⁰ The company seemingly used legal tactics to stall the purchase while avoiding actual adjudication. First, the company contested the public's right to condemn but withdrew its legal challenge a week before the start of the trial.⁵¹ The company then fought over the purchase price and similarly settled with the district less than a week before the valuation trial was to start.⁵²

Finally, at the end of May 2008, California American Water agreed to sell Felton's water system to the San Lorenzo Valley Water District.⁵³ As part of the deal, the district paid \$10.5 million in cash and assumed \$2.9 million of the system's existing debt, and the company "donated" 250 acres of watershed land. In September 2008, the transaction was completed and the water system came under public ownership.⁵⁴

Despite claims by the company otherwise,⁵⁵ Felton households saved hundreds of dollars a year with public control. In 2011, for example, a household using 800 cubic feet of water a month would have paid \$1,625 under the company's proposed rates,⁵⁶ but with public ownership, that household actually paid \$1,123: \$588 in water charges⁵⁷ and \$535 in taxes related to the acquisition bond.⁵⁸ In total, public ownership cut a typical Felton household's water costs by about 30 percent, saving around \$500 a year.

Trenton, N.J.: Public Victory Over a Flawed Sale

In 2010 Trenton voters overwhelmingly rebuffed a proposal to sell part of their water system to American Water.⁵⁹

Three years earlier, city officials agreed to sell a majority of the city's water infrastructure – the pipes and structures located in the outlying communities of Ewing, Hamilton, Hopewell and Lawrence Townships – to New Jersey American Water.⁶⁰ The city would have received \$80 million, about half of which would have been used to pay off water-related debt.⁶¹ City officials wanted to use the remaining proceeds to cover immediate budget deficits and likely would have depleted the funds within two or three years.⁶²

It was a shortsighted approach. Selling the system would not have addressed the underlying structural reasons for the city's budget deficit, and it could have worsened the city's long-term fiscal health because the city would lose annual revenue from the water fund.⁶³ From 2007 to 2010, the city spent an estimated \$15 million of its water funds on general city services.⁶⁴ In addition, the financial viability of Trenton's water system would have depended on continued bulk water sales to New Jersey American Water, which as part of the deal agreed to use city water to meet the needs of the outlying communities for at least 20 years.⁶⁵ If American Water were to stop buying water from the city, Trenton households would have likely faced rate increases to offset the lost revenue.

For the outlying suburban towns, rate hikes were planned. New Jersey American Water would have hiked rates by 30 percent immediately and then increased them incrementally up to the level charged in its main service area.⁶⁶ In mid-2010, the typical household using 7,000 gallons a month paid 33 percent, or \$138 a year, more for water service from American Water than for city service.⁶⁷ Because the company typically increases its rates every two or three years,⁶⁸ this difference has only grown with time. By August 2013, the company had increased the typical household's bill by 19 percent, adding an extra \$108 onto their annual bill,⁶⁹ while the city hadn't increased its water rates.⁷⁰

In 2009, a group of residents, recognizing the faulty logic of the sale, contested the deal and petitioned to bring the issue to the public for a vote. Trenton officials, led by then-Mayor Douglas Palmer and backed by New Jersey American Water, fought their efforts and sought to sidestep public approval.⁷¹

After a yearlong legal battle, the public won a decisive victory. In 2010, the state Supreme Court ruled in favor of the citizens' right to seek a citywide referendum.⁷²

Immediately after the court decision, New Jersey American Water ramped up an aggressive campaign to sway residents to support the sale.⁷³ In six weeks of electioneering, the company through its political committee "The Committee for Trenton Yes" spent more than \$1 million⁷⁴ — 34 times the amount spent by the local anti-sale group,⁷⁵ which was aided by Food & Water Watch. Despite the company's flush campaign fund, on June 15, 2010, Trenton voters rejected the sale by a margin of 4 to 1.⁷⁶ David beat Goliath.

Coatesville, Pa.: The Financial Burden of Growing Water Bills

In Coatesville, a struggling steel city in southeastern Pennsylvania, soaring water bills left residents questioning the soundness of the sale of their drinking water and wastewater systems to Pennsylvania American Water in 2001.⁷⁷

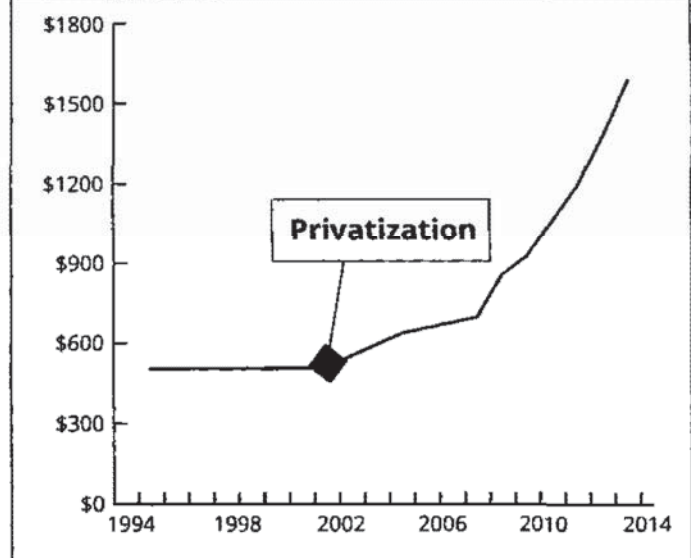
The city saw the sale as a way to generate perpetual funding for city services by investing the proceeds of the sale, some \$40 million,⁷⁸ so that "the assets of the sale will be used forever to generate interest which will assist in the funding of the City."⁷⁹ Tough economic times and city spending,⁸⁰ however, drained the trust fund by three-quarters, leaving only \$10 million by 2012.⁸¹ As the community's financial situation deteriorated, the water system's new private owner pursued aggressive rate increases.

In 2010, the city budgeted \$40,000 for legal support to fight the company's proposal to hike household sewer rates by 229 percent.⁸² The company claimed that it needed to recoup the cost of building a new wastewater treatment facility, but consumers and community organizations disagreed and accused the company of overbuilding the plant to boost its profits. At the time, the plant was operating at only half its capacity, according to municipal officials and residents.⁸³ Nonetheless, in December 2010, the company received approval for a phased-in rate increase to more than triple sewer rates over the following four years.⁸⁴

In total, even though the company agreed to freeze rates for the first three years, the typical household's water and sewer bill has more than tripled since American Water took over. In 2001, a household using 54,000 gallons of water paid \$505 for water and sewer service.⁸⁵ By 2013, a household using the same amount of water was paying three times as much — \$1,587 a year.⁸⁶ That is a considerable amount of money for an essential service, particularly in a community like Coatesville where nearly half of households make less than \$35,000 a year.⁸⁷ Under American Water control, water and sewer service is becoming increasingly unaffordable.

The Escalating Price of Water and Sewer Service in Coatesville, Pa.

Annual Water and Sewer Bills for Households Using 54,000 gallons a year (not inflation-adjusted)



Other Notable Cases

Cave Creek, Ariz.: In 2008, the town of Cave Creek saved money and improved service after bringing its water and wastewater treatment systems into public hands, exiting and not renewing deals with Arizona American Water.⁸⁸

Mike Rigney, the assistant utilities manager, described one compelling benefit of local water management: "One of the major issues with Arizona American has been the call to an 800 number. Somebody in some remote state would answer the phone and wouldn't know what was going on in Cave Creek. By handling the system locally and by having it in real time and by having constant communication with the field people, we will know exactly when the problems occur, [know] what the status of that repair is, and be able to communicate more effectively with customers to be able to resolve problems."⁸⁹

Montara, Calif.: In 2003, Montara Sanitary District purchased the water systems for the Montara and Moss Beach communities from California American Water, promising to rehabilitate the dilapidated system, improve water supplies and stabilize water rates while providing local control and public accountability.⁹⁰

Sioux City, Iowa.: In 2010, Sioux City terminated its wastewater management contract with American Water 14 years early. The city accused the company of failing to meet its responsibilities and obligations, including providing adequate staffing.⁹¹ In the first full year of public operation, the city cut the cost of operating the wastewater treatment plant by a quarter, saving about \$1.5 million a year compared to the cost of private operation.⁹²

Endnotes

- 1 American Water Works Company, Inc. U.S. Securities and Exchange Commission. Form 10-K. March 1, 2013 at 2.
- 2 Cross, Gilbert. (1991). *A Dynasty of Water: The Story of American Water Works Company*. Voorhees, NJ: American Water Works Company, Inc. at x and 29.
- 3 *Ibid.* at 32 to 34.
- 4 *Ibid.* at 62 to 63; PBS Frontline. "Blackout: What caused the power crisis in California? And who's profiting." June 2001 at Regulation – Public vs. Public Power: From FDR to Today.
- 5 Cross, 1991 at x and 87.
- 6 *Ibid.* at 67, 71 and 72.
- 7 *Ibid.* at 83.
- 8 *Ibid.* at x, 87 to 88, and 90.
- 9 *Ibid.* at x.
- 10 *Ibid.* at 141 to 143.
- 11 *Ibid.* at 266; American Water Works Company, Inc. U.S. Securities and Exchange Commission. Form 8-K. January 10, 2003; Embassy of the United States – Finland. Former Ambassadors. Ambassador Marilyn Ware. Biography. Available at http://finland.usembassy.gov/ambassador_ware.html, accessed October 18, 2013.
- 12 Willoughby, Jack. "The spigot reopens at American Water Works." *Barrons*. August 11, 2008; Esterl, Mike. "Dry hole: Great expectations for private water fail to pan out." *The Wall Street Journal*. June 26, 2006; American Water Works Company, January 10, 2003.
- 13 American Water Works Company, Inc. U.S. Securities and Exchange Commission. Form S-1. August 28, 2007 at 4.
- 14 RWE Supervisory Board. "Excerpt from the Supervisory Board minutes dated November 4, 2005." November 4, 2005 at 4.
- 15 RWE Supervisory Board. "Excerpt from the Supervisory Board minutes dated September 16, 2005." September 16, 2005 at 2.
- 16 Cowan, Lynn. "American Water Works IPO reaps lukewarm interest." *The Wall Street Journal*. April 24, 2008.
- 17 American Water Works Company, March 1, 2013 at 30 and 112.
- 18 *Ibid.* at 3.
- 19 *Ibid.* at 46; American Water Works Company. "American Water Works Co Inc at Macquarie Global Infrastructure Conference – Final." *FD (Fair Disclosure) Wire*. May 25, 2010; American Water Works Company. "American Water Works Company, Inc. at Bank of America Merrill Lynch Power and Gas Leaders Conference – Final." *FD (Fair Disclosure) Wire*. September 24, 2013.
- 20 American Water Works Company, March 1, 2013 at 43 and 44.
- 21 *Ibid.* at 7 and 43.
- 22 American Water. "American Water Works management discusses Q4 2012 results – earnings call transcript." *Seeking Alpha*. February 27, 2013.
- 23 *Ibid.*; American Water Works Company, March 1, 2013 at 13 to 14 and 22; Food & Water Watch. "The Distribution System Improvement Charge: A Rip-Off for Consumers." October 2011; Sher, Andy. "Tennessee bill allows easier rate hikes by utilities." *Chattanooga Times Free Press*. March 7, 2013; "Water company files for additional revenue under new section of state law." *Chattanooga Weekly*. October 4, 2013.
- 24 American Water Works Company, March 1, 2013 at 13 to 14.
- 25 Bryan Cave LLP. American Water. LD-2 Disclosure Forms. Q1 2012 to Q2 2013; Navitas Strategies. American Water. LD-2 Disclosure Forms. Q2 2012 to Q1 2013.
- 26 American Water Works Company, March 1, 2013 at 44, 53.
- 27 *Ibid.* at 53.
- 28 *Pennsylvania American Water Company and Utility Workers Union of America, System Local No. 537, AFL-CIO*. 359 NLRB No. 142. June 28, 2013.
- 29 As of September 2013, a company challenge to this decision was still pending before the full National Labor Relations Board. *American Water Works Company and the Utility Workers Union of America, AFL-CIO*. NLRB DJ (NY)-34-12. Case No. 29-CA-30676. October 16, 2012; American Water Works Company, March 1, 2013 at 19 to 20.
- 30 American Water. "Investor Presentation." June 2013 at 21; American Water, February 27, 2013; American Water. "American Water Works Company, Inc. – Shareholder/Analyst Call." *Seeking Alpha*. May 13, 2013 at 7.
- 31 American Water. "Investor Presentation." June 2013 at 21; American Water, February 27, 2013; Strauss, Mark. "American Water: Growth in Military Utility Services." *Public Works Financing*, vol. 280. March 2013 at 12.
- 32 American Water. "Investor Presentation." Hilliard Lyons. August 14, 2013 at 14; "PWF's 16th annual water partnerships report." *Public Works Financing*, vol. 269. March 2012 at 27; American Water Works Company, March 1, 2013 at 17.
- 33 Strauss, 2013 at 12; "Contract ops market shows signs of life." *American Water Intelligence*, vol. 3, iss. 5. May 2012 at 10 to 11.
- 34 K&L Gates, LLP. American Water Enterprises/American Water Operations & Maintenance, Inc. LD-2 Disclosure Forms. Q1 2012 to Q2 2013.
- 35 See Food & Water Watch. "The Future of American Water." October 2008.
- 36 Cross, 1991 at 163 to 164.
- 37 American Water. [Press release]. "California American Water completes transfer of utility assets to San Lorenzo Valley Water District." September 5, 2008.
- 38 Johnson, Jim. "Public Water Now's Ron Cohen brings focus to Cal Am takeover effort." *The Monterey County Herald*. September 14, 2013; see also, www.publicwaternow.org.
- 39 Ziezulewicz, Geoff. "Southwest suburbs brace for a long fight against private water company." *The Chicago Tribune*. June 14, 2013.
- 40 American Water Works Company, Inc. U.S. Securities and Exchange Commission. Schedule 14A. March 28, 2013 at 43.
- 41 American Water Works Company, March 1, 2013 at 86.
- 42 *Ibid.* at 86.
- 43 Felton FLOW. "Chronology." Available at <http://www.feltonflow.org/chronology.html>, accessed September 9, 2013; Food & Water Watch, 2008 at 4; Beck, David L. "Supervisors wary of deal." *San Jose Mercury News*. October 2, 2002.
- 44 Mueller, James A. and Jeffrey M. Oderman. [Memorandum]. "February 8, 2007, Hearing to Consider Adoption of Resolution of Necessity Authorizing Condemnation of California American Water Company's Property in Its Felton Service Area." February 5, 2007 at 4 to 7; Felton FLOW, September 9, 2013; Esterl, 2006; McCord, Shanna. "2008 newsmakers: Former reporter Jim Graham helped Felton gain control of local water supply." *San Jose Mercury News*. December 31, 2008.
- 45 Mueller and Oderman, 2007 at 5; Esterl, 2006.
- 46 Gumz, Jondi. "Felton water buyout group accuses opponents of violating law." *Santa Cruz Sentinel*. July 21, 2005; Gumz, Jondi. "Group spends \$8,500 toward water buyout push." *Santa Cruz Sentinel*. June 22, 2005; Esterl, 2006; The Moriah Group. "Felton Communication Plan." December 1, 2003 at 1 to 7.
- 47 Santa Cruz County Elections Department. "Statement of Votes Special District Election." July 27, 2005; Esterl, 2006.
- 48 Mueller and Oderman, 2007 at 5.
- 49 *Ibid.* at 9.
- 50 Mickelson, Gwen. "SLV Water District votes to use eminent domain to take Felton water system." *Santa Cruz Sentinel*. February 9, 2007; Gumz, Jondi. "California-American Water: Felton system is not for sale." *Santa Cruz Sentinel*. November 17, 2002; Gumz, Jondi. "Water company says it won't sell waterworks to Felton." *Santa Cruz Sentinel*. July 28, 2005; Howe, Kevin. "Stocks sale questioned; critics say Cal Am's owners misled public over reasons to unload." *Monterey County Herald*. May 14, 2007.
- 51 Brown, J.M. "Cal Am drops fight over public interest of water buyout." *Santa Cruz Sentinel*. March 11, 2008.
- 52 San Lorenzo Valley Water District and California American Water. [Press release]. "San Lorenzo Valley Water District & California American Water agree on Felton water system asset transfer." May 30, 2008.
- 53 *Ibid.*
- 54 American Water, September 5, 2008.
- 55 Illinois American Water Company. "Eminent Domain Case Studies

- Summary." 2011 at 11; Martin, Elisabeth. "Water debate focuses on public vs. private." *The Naperville Sun* (IL). April 28, 2010; California American Water. "California American Water Monterey District." Presentation to Monterey Peninsula Water Management District. August 15, 2011 at 19 to 21.
- 56 Including SDWBA surcharge; California American Water. "Notification of filing for a proposed general rate case increase for California-American Water, Felton District, Application 08-01-022." January 30, 2008; California Public Utilities Commission. "Opinion Resolving General Rate Cases." (D.06-11-050). November 30, 2006 at Appendix B.
- 57 San Lorenzo Valley Water District. "Rates and Charges." June 11, 2011.
- 58 Mueller, Jim. San Lorenzo Valley Water District. Testimony at the Monterey Water Forum. February 28, 2011 at 15 and 22.
- 59 Rinde, Meir. "Trenton voters sink water deal 6,986 to 1,812." *The Times of Trenton*. June 16, 2010.
- 60 New Jersey Board of Public Utilities. "Order Adopting Initial Decision." (Docket No. WM08010063). April 3, 2009 at 1 and 2; Shea, Kevin and Ryan Tracy. "Trenton cuts deal on water pipelines Council asked to OK sale for \$100 million." *The Times of Trenton*. December 5, 2007; Trenton (NJ). Minutes of the City Council. December 20, 2007; McIntyre, Joseph. Trenton Water Works General Superintendent. "Trenton Water Works (TWW) Fact Sheet." July 23, 2008.
- 61 Rinde, Meir. "Big tax hit if water deal is delayed, says mayor." *The Times of Trenton*. March 3, 2009; New Jersey Board of Public Utilities, 2009 at 3.
- 62 Rinde, March 3, 2009.
- 63 *Ibid.*; Rinde, Meir. "Fired up over Water Works." *The Times of Trenton*. May 5, 2010.
- 64 Rinde, May 5, 2010; Coryell, Lisa. "Trenton tapped water utility." *The Times of Trenton*. July 23, 2008.
- 65 *Water Supply Agreement Between City of Trenton and New Jersey-American Water, Inc.* December 21, 2007 at 7, 8 and 21; *Second Amendment to Water Supply Agreement Between City of Trenton and New Jersey-American Water Company, Inc.* February 2009 at 1 and 2.
- 66 New Jersey Board of Public Utilities. 2009 at 4.
- 67 New Jersey American Water Company, Inc. "Tariff for water and sewer service." December 18, 2008 at Rate Schedule A-1; Trenton, NJ. Municipal Code §309-8 (June 18, 2013).
- 68 Kenney, Robbie. New Jersey State Republicans. [Press release]. "Haines, Addiego & Rudder troubled by NJ American rate hike petition." April 15, 2010.
- 69 New Jersey American Water Company, Inc. "Tariff for water and sewer service." August 1, 2013 at Tariff Sheet 27, 47 and 65.
- 70 Trenton, NJ. Municipal Code §309-8 (June 18, 2013).
- 71 Rinde, Meir. "Foes of Water Works sale rally for ballot option." *The Times of Trenton*. April 8, 2009; Rinde, Meir. "High court will hear Water Works appeal." *The Times of Trenton*. February 12, 2010; Palmer, Douglas H. "Statement to city council and residents of Trenton: The impact of the petition on the city's balanced 2009 budget." March 10, 2009.
- 72 *In Re Petition for Referendum on City of Trenton Ordinance 09-02*, Supreme Court of New Jersey, (A-70). April 6, 2010 at 1 and 26; Duffy, Erin. "Tide turn: Court blocks water utility sale." *The Times of Trenton*. April 7, 2010.
- 73 Parker, L.A. "American Water begins campaigning for water deal referendum." *The Trentonian*. April 29, 2010; Rinde, Meir. "Clerk certifies petition for Water Works referendum." *The Times of Trenton*. April 29, 2010; Rinde, Meir. "Backers of water sale swimming in funds." *The Times of Trenton*. May 27, 2010.
- 74 The Committee for Trenton Yes. New Jersey Election Law Enforcement Commission. Form R-1. October 15, 2010; The Committee for Trenton Yes. New Jersey Election Law Enforcement Commission. Form PC. May 7, 2010.
- 75 Stop the Sale. New Jersey Election Law Enforcement Commission. Form R-1. July 6, 2010.
- 76 Mercer County Clerk. June 15, 2010 Election Information. June 15, 2010; Rinde, June 16, 2010.
- 77 Jackson, Kent. "Potential HCA sale could change cost of water." *Standard-Speaker*. February 22, 2010; Metz, Gretchen. "PAW seeking OK for 299 percent rate increase." *The Times Herald*. May 6, 2010; Metz, Gretchen. "Pa. American customers face another rate hike." *The Daily Local* (Chester County, PA). June 1, 2011.
- 78 Coatesville (Pennsylvania) Early Intervention Program Phase II. Prepared by the Econsult/Fairmount Group. "Five-Year Financial Plan Update." November 2010 at 30; Jackson, Kent. "Communities have spent, saved proceeds from water company sales." *Standard-Speaker*. February 22, 2010; Dix, Katrina. "Coatesville to hold hearing on sewer rate increase." *The Daily Local* (Chester County, PA). August 21, 2010.
- 79 Coatesville (Pennsylvania). "PUC approves the sale of CCA." *City Newsletter*, vol. 3, iss. 2. April 2001 at 1.
- 80 Boccella, Kathy. "Coatesville taps reserve to cover \$2.1 million budget gap." *The Philadelphia Inquirer*. October 11, 2012; Jackson, Kent. "Communities have spent, saved proceeds from water company sales." *Standard-Speaker*. February 22, 2010; Coatesville (Pennsylvania) Early Intervention Program Phase II. Prepared by the Econsult/Fairmount Group. "Five-Year Financial Plan Update." November 2010 at 30 to 31.
- 81 Coatesville, Pa. "Basic Financial Statements with Supplementary Information December 31, 2012." May 10, 2013 at 11.
- 82 Dix, August 21, 2010; Pickering, Anne. "Coatesville hires law firm to fight rate hike." *The Daily Local*. June 18, 2010; Dix, Katrina. "Despite tie vote, officials say deal may go forward." *The Daily Local*. October 13, 2010.
- 83 Dix, Katrina. "Customers: Rate hike 'horrendous.'" *The Daily Local*. August 25, 2010; Dix, Katrina. "Council agrees to sewer rate deal." *The Daily Local*. October 20, 2010.
- 84 American Water. [Press release]. "Public Utility Commission approves wastewater rate case settlements with Pennsylvania American Water." December 16, 2010; Dix, October 20, 2010.
- 85 City of Coatesville Authority. Water Revenue Bonds, Series of 1998. January 29, 1998 at 9; Kauffman, Gerald J. and Kareem Ali. University of Delaware, Institute for Public Administration, Water Resources Agency. "Economic Synthesis of Water Rates in Delaware and Surrounding River Basins." August 21, 2000 at Appendix A; PA-American Water Co-Sewer. *Application*. Pennsylvania Public Utility Commission. (Docket No. A-230073F0002). February 29, 2000 at 9 and Exhibit K.
- 86 Pennsylvania-American Water Company. "Supplement No. 279 to Tariff Water - PA P.U.C. No 4." March 15, 2013 at 9 and 12B; Pennsylvania-American Water Company. "Supplement No. 8 to Tariff Wastewater PA P.U.C. No. 8." January 1, 2013 at 4.2.
- 87 U.S. Census Bureau. American FactFinder. Selected Economic Characteristics, 2007-2011 American Community Survey 5-Year Estimates.
- 88 Duckett, Beth. "Cave Creek sees savings on its water operations." *The Arizona Republic*. November 25, 2008; Cave Creek (Arizona). Minutes of the Special Town Council Meeting. November 24, 2008 at 13; Cave Creek (Arizona). "Comprehensive Annual Financial Report Fiscal Year Ended June 30, 2009." January 22, 2010 at 18.
- 89 Cave Creek (Arizona). Minutes of the Regular Town Council Meeting. November 19, 2007 at 1 and 5.
- 90 Hoge, Patrick. "Coastal towns make deal on water system." *The San Francisco Chronicle*. May 31, 2003; Scott, Julia. "Montara residents to enjoy new water source." *Inside Bay Area* (California). October 24, 2007.
- 91 Thomas, Erika. "Sioux City terminates American Water agreement." *KMEG 14*. September 7, 2010; Linck, Michele. "City expected to end wastewater treatment contract." *Sioux City Journal*. July 29, 2010.
- 92 Sioux City (Iowa). "Approved Fiscal Year 2014 Operating Budget." April 15, 2013 at 325; Sioux City (Iowa). "Approved Fiscal Year 2013 Operating Budget." June 1, 2012 at 396.

For more information:

web: www.foodandwaterwatch.org

email: info@fwwatch.org



PENNSYLVANIA AMERICAN WATER (PAWC)
PO BOX 2798
CAMDEN NJ, 08101
PH: 1800.565.7292

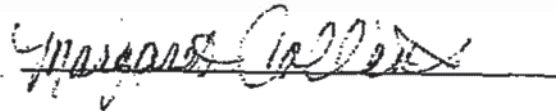
Margaret Collins
224 N.Hyde Park Ave.
Scranton, Pa.
Dec. 7, 2022

To Whom It May Concern,
Re: Account No. 1024-210029343611

I'm requesting the 10/11/22 written leak report by PAWC employee Luke for the Scranton, Pa. property at 224 N.Hyde Park Ave. (See Pennsylvania Statutes Title 65 P.S. § 67.703. Written requests.)

I'm also requesting a written report on how PAWC uses fire hydrants to detect water leaks.

Sincerely,



Margaret Collins

Mail to:

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



WEST SCRANTON
127 S MAIN AVE
SCRANTON, PA 18504-9998
(800)275-8777

12/07/2022 10:40 AM

Product	Qty	Unit Price	Price
First-Class Mail® Letter	1		\$0.60
Camden, NJ 08101 Weight: 0 lb 0.30 oz Estimated Delivery Date Fri 12/09/2022			

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
64098098	100 gal	5/8"	09/20/2022	10/19/2022	131 (A)	134 (A)	3	3.00	300

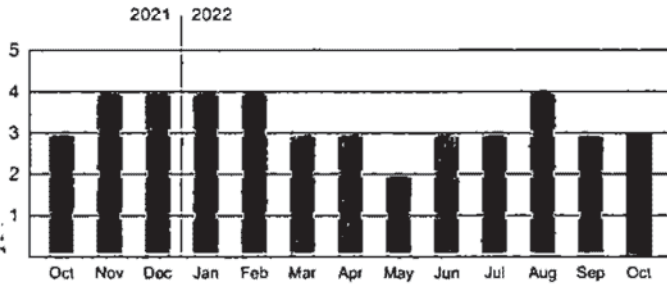
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 300

Billed Usage History (graph shown in 100 gallons)

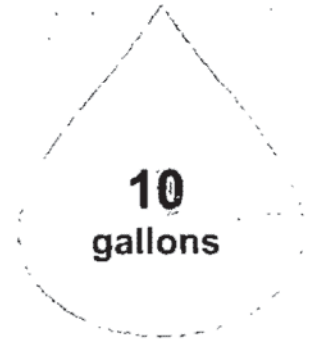
- 300 gallons = usage for this period
- 300 gallons = usage for same period last year



NOTE: GRAPH DIDN'T SHOW WHEN COPIED.

Next Scheduled Read Date: on or about November 16, 2022
Account Type: Residential

Average daily use for this period is: (30 days)



Year to Date Billed Usage: 3,200 gallons

Account Detail

Account No: 1024-210029343611

Service To: 224 N HYDE PARK AVE SCRANTON, PA 18504-3390

Prior Billing	24.37
Payments	0.00
Balance Forward	24.37
Service Related Charges - 09/20/22 to 10/19/22	
Water Service	6.06
Water Service Charge Discount	-14.88
Water Service Charge	17.50
Water Usage Charge (3 x \$1.31)	3.93
Water Service Discount (\$3.93 x -10.00%)	-0.39
Deferred Tax Credit (\$6.16 x -1.56%)	-0.10
Wastewater Service	15.88
Wastewater Use Charge (3 x \$1.06)	3.18
Wastewater Minimum Charge	19.50
Wastewater Service Charge Discount	-6.80
Other Charges	0.52
Distribution System Improvement Charge (\$6.16 x 2.51%)	0.15
Wastewater DSIC (\$15.88 x 2.31%)	0.37
Total Service Related Charges	22.46
Total Current Period Charges	22.46

Total Amount Due



\$46.83

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.

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

EX: 8

Approximately 3.58 percent, or \$0.80 of state taxes are included in your current bill 1412, Pittsburgh, Pa. 15250-7412

For Service To: 224 N HYDE PARK AVE

Check this box for address changes and note new address on back.

1024-210029343611

September 2, 2016

\$7.47

\$7.58 after 9/2/16

Amount Enclosed \$



027082 1 AV 0.373 27084/027082/027265 93 01 ACU02X 006

MARGARET COLLINS
224 N HYDE PARK AVE
SCRANTON, PA 18504-3390



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



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

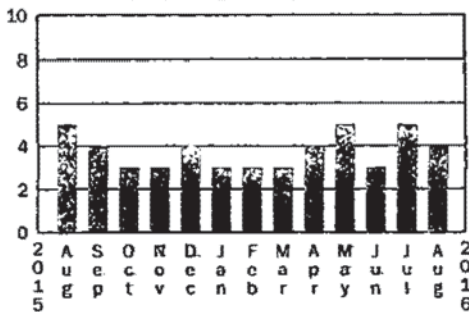
- Billing date: August 11, 2016
- Due Date: **September 2, 2016**
- Billing period: Jul 13 to Aug 09 (28 Days)
- Next reading on or about: Sep 12, 2016
- Customer Type: Residential
- Meter Reading Measurement: 1 unit = 100 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	N044434706
Size of meter	5/8"
Current Read	808 (Actual)
Previous Read	804 (Actual)
Total water used this billing period	4 units (400 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2016: 4.00 CGL
- Same billing period 2015: 5.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 224 N HYDE PARK AVE
For Account 1024-210029343611

Prior Balance

- Balance from last bill 1.23
- Payments as of Aug 5. Thank you! -1.23

Balance Forward 0.00

Current Water Service

- Water Service Charge 15.00
- Water Usage Charge (\$1.02140000 x 4.00) 4.09
- Total Water Service Related Charges 19.09

Other Charges

- State Tax Adjustment Surcharge -0.01
- Distribution System Improvement Charge (7.09 x 5.52%) 0.39
- Water Service Charge Discount -12.00
- Total Other Charges -11.62

TOTAL CURRENT CHARGES 7.47

TOTAL AMOUNT DUE \$7.47

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Pennsylvania American Water

- Effective July 1, 2016, the Water Distribution System Improvement Charge increased from 4.71% to 5.52%. This charge funds the replacement of water distribution system facilities.
- If you provided an email address when setting up your account, you might receive an email requesting you provide us with your home heating type. The PA Public Utility Commission requires that we document this information. If we do not have your email address on file, please send an email to paheattype@amwater.com to provide the home heating type. We will need your account number, address and name to properly update the information in our system. Thanks for your cooperation.
- New high-speed notification system now online to quickly alert you via phone, text and email when water emergencies occur. Visit our web self-service portal, My H2O Online, at www.amwater.com/myh2o to enter all your contact information.
- Have you recently changed your primary phone number? If you have, please update your account information online using My H2O Online at www.amwater.com/myh2o or call us at the number below so that we can update our records.

EX:8

Customer Service: **1-800-565-7292** M-F 7am to 7pm Emergency: 24/7 www.pennsylvaniaamwater.com

CERTIFIED MAIL®

Margaret Collins
224 N Hyde Park Ave.
Scranton, PA 18504-3390



RECEIVED 7022 2410 0001 2461 3535

JAN 30 2023



RDC 99



17120

U.S. POSTAGE PAID
FCM LG ENV
SCRANTON, PA
18504
JAN 27, 23
AMOUNT

\$9.48

R2305K137723-26

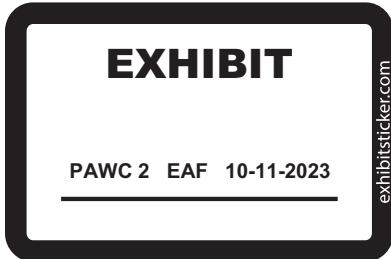
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

SECRETARY
PENNSYLVANIA PUBLIC UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PA, 17120

RECEIVED

JAN 30 2023

PA PUBL... ISSION
SECRETARY'S BUREAU



Work Orders

General

Order Number: 1040446

Initial Information	Map	Materials	Spoils	Markouts	Markout Violations	Markout Damages	Traffic Control	Restoration	Crew Assignments	Additional	Account	Purchase Orders (PO)	Job Site Check
---------------------	-----	-----------	--------	----------	--------------------	-----------------	-----------------	-------------	------------------	------------	---------	----------------------	----------------

Order Number:	1040446		
Town:	SCRANTON CITY	Town Section:	
Street Number:	224	Street:	N HYDE PARK AVE
Apartment Addtl:			
Nearest Cross Street:	LAFAYETTE ST	Zip Code:	18504-3390
Asset Type:	Service	Service ID:	p#:9240327473, s#: Device Location: 6002691493 Equipment #: 55277128 Installation: 7002845594
		Data Collection:	Premise Details SAP Technical Master Data
Requested By:	Employee	Requesting Employee:	Louis Mantione
Purpose:	Compliance	Job Priority:	High Priority
Description of Work:	SERVICE LINE LEAK, CUST. SIDE		
PMAT Override		Markout Requirement:	None
WBS Charged:	E24-2435-249106		
Traffic Control Required?	<input type="checkbox"/>	Street Opening Permit Required?	<input type="checkbox"/>
Digital As-Built Required?	<input type="checkbox"/>		
Notes:	Has service pipe been repaired? Please work on 10/14/2022. Please provide details in order notes. CZERWTJ 10/14/2022 2:28:21 PM (EST) PO leak has not been repaired.		
Created By:	Louis Mantione	Date Received:	10/3/2022
Completed By:	Thomas Czerv	Date Completed:	10/14/2022
Flushing Notice Type:		Created On:	10/3/2022 2:21:00 PM (EST)
SAP Notification #:	20422598	Supervisor Approved On:	10/17/2022 10:24:00 AM (EST)
SAP Work Order #:	91243861	Materials Approved On:	
SAP Status:	Confirmation of order 91243861 saved Successfully	Material Planning Completed On:	



Work Orders

Order Number: 1044804 General

Initial Information	Map	Materials	Spoils	Markouts	Markout Violations	Markout Damages	Traffic Control	Restoration	Crew Assignments	Additional	Account	Purchase Orders (PO)	Job Site Check Lists	Job Observations	Documents
Order Number:	1044804											Town Section:			
Town:	SCRANTON CITY											Street:	N HYDE PARK AVE		
Street Number:	224											Zip Code:	18504-3390		
Apartment Addtl:												Service ID:	p#:9240327473, s#: Device Location: 6002691493 Equipment #: 55277128 Installation: 7002845594		
Nearest Cross Street:	LAFAYETTE ST											Data Collection:	Premise Details SAP Technical Master Data		
Asset Type:	Service											Requesting Employee:	Leroy Jones		
Requested By:	Employee											Job Priority:	High Priority		
Purpose:	Leak Detection											Markout Requirement:	None		
Description of Work:	SERVICE LINE LEAK, CUST. SIDE											Street Opening Permit Required?	<input type="checkbox"/>		
PMAT Override															
WBS Charged:	E24-2435-249106														
Traffic Control Required?	<input type="checkbox"/>														
Digital As-Built Required?	<input type="checkbox"/>														
Notes:	Meet Customer to gain access to meter to shut off and verify PO leak - Cust. requests PAW Employee wears a Mask to gain access to meter PANUSKL 10/11/2022 11:54:18 AM (EST) Confirmed P.O. leak at 224 North Hyde Park Ave. Customer does not have the WLPP.														
Created By:	Leroy Jones											Date Received:	10/11/2022		
Completed By:	Luke Panusky											Date Completed:	10/11/2022		
Flushing Notice Type:	Standard Flushing Notice left											Created On:	10/11/2022 10:42:00 AM (EST)		
SAP Notification #:	20442925											Supervisor Approved On:	10/13/2022 12:58:00 PM (EST)		
SAP Work Order #:	91248030											Materials Approved On:			
SAP Status:	Confirmation of order 91248030 saved Successfully											Material Planning Completed On:			

Work Orders

General

Order Number: 1079233


Initial Information	Map	Materials	Spoils	Markouts	Markout Violations	Markout Damages	Traffic Control	Restoration	Crew Assignments	Additional	Purchase Orders (PO)	Job Site Check Lists
---------------------	-----	-----------	--------	----------	--------------------	-----------------	-----------------	-------------	------------------	------------	----------------------	----------------------

Order Number:	1079233		Town Section:	
Town:	SCRANTON CITY		Street:	N HYDE PARK AVE
Street Number:	0		Zip Code:	
Apartment Addtl:			Hydrant ID:	465
Nearest Cross Street:	LAFAYETTE ST		...	Device Location:
Asset Type:	Hydrant		Data Collection:	Equipment #:
Requested By:	Acoustic Monitoring		Acoustic Monitoring Type:	EchoShore DX
Purpose:	Leak Detection		Job Priority:	High Priority
Description of Work:	HYDRANT LEAKING		Markout Requirement:	None
PMAT Override			Street Opening Permit Required?	<input type="checkbox"/>
WBS Charged:	E24-2440-249106		Digital As-Built Required?	<input type="checkbox"/>
Traffic Control Required?	<input type="checkbox"/>		Notes:	Single Hydrant Noise on Hyd. # 465 located at N. Hyde Park Ave at Lafayette St - Check for leak on Hydrant and in surrounding area - BRADLEJ 12/9/2022 11:53:58 AM (EST) Good noise on hydrant or hydrant lateral.
Created By:	Leroy Jones		Date Received:	12/9/2022
Completed By:			Date Completed:	
Flushing Notice Type:			Created On:	12/9/2022 10:44:00 AM (EST)
SAP Notification #:	20579640		Supervisor Approved On:	
SAP Work Order #:	91278839		Materials Approved On:	
SAP Status:	Order Updated Successfully		Material Planning Completed On:	

Work Orders

General

Order Number: 1080524

Initial Information	Map	Materials	Spoils	Markouts	Markout Violations	Markout Damages	Traffic Control	Restoration	Crew Assignments	Additional	
Order Number:	1080524				Town Section:						
Town:	SCRANTON CITY				Street:	N HYDE PARK AVE					
Street Number:	224				Zip Code:	18504-3390					
Apartment Addtl:					Service ID:	p#:9240327473, s#: Device Location: 6002691493 Equipment #: 55277128 Installation: 7002845594					
Nearest Cross Street:	LAFAYETTE ST				Data Collection:	 Premise Details SAP Technical Master Data					
Asset Type:	Service				Requested By:	Employee		Requesting Employee:	Louis Mantione		
Requested By:	Employee				Purpose:	Compliance		Job Priority:	High Priority		
Purpose:	Compliance				Description of Work:	SERVICE LINE LEAK, CUST. SIDE					
Description of Work:	SERVICE LINE LEAK, CUST. SIDE				PMAT Override			Markout Requirement:	None		
PMAT Override					WBS Charged:	E24-2435-249106					
WBS Charged:	E24-2435-249106				Traffic Control Required?	<input type="checkbox"/>		Street Opening Permit Required?	<input type="checkbox"/>		
Traffic Control Required?	<input type="checkbox"/>				Digital As-Built Required?	<input type="checkbox"/>					
Digital As-Built Required?	<input type="checkbox"/>				Notes:	Has service pipe been repaired? Please work on 12/27/2022. Please provide details in order notes. SANTARDJ 12/27/2022 2:18:42 PM (EST) Not repaired					
Notes:	Has service pipe been repaired? Please work on 12/27/2022. Please provide details in order notes. SANTARDJ 12/27/2022 2:18:42 PM (EST) Not repaired				Created By:	Louis Mantione		Date Received:	12/13/2022		
Created By:	Louis Mantione				Completed By:	David Santarelli		Date Completed:	12/27/2022		
Completed By:	David Santarelli				Flushing Notice Type:			Created On:	12/13/2022 9:26:00 AM (EST)		
Flushing Notice Type:					SAP Notification #:	20586265		Supervisor Approved On:	12/28/2022 8:21:00 AM (EST)		
SAP Notification #:	20586265				SAP Work Order #:	91280222		Materials Approved On:			
SAP Work Order #:	91280222				SAP Status:	Confirmation of order 91280222 saved Successfully		Material Planning Completed On:			
SAP Status:	Confirmation of order 91280222 saved Successfully										

**RULES AND REGULATIONS****4. Service Pipes (cont'd)**

[Rules 4.6 and 4.7 moved from preceding page]

(C)

4.6 Check Valve, Backflow Prevention Device and Service Pipe Strainers

A minimum of an approved American Society of Sanitary Engineering 1024 (ASSE 1024) dual check valve shall be installed on all service pipes for residential service. Residential accounts having a lawn irrigation system or fire sprinkler system will be required to install a reduced pressure zone backflow prevention device on the line which services this part of the customer's system. Reduced pressure zone devices are to be tested and/or repaired annually. On service pipes for commercial or industrial service, a backflow prevention device of a type approved by the Company shall be installed. The location of the double check valve or backflow prevention device shall be approved by the Company. Service pipes used for fire protection must in addition have an approved fire service pipe strainer. The double check valve and backflow prevention device shall be owned and maintained by the Customer. Non-residential Customers shall certify annually, in writing to the Company, that these devices have been maintained and are in working order. This is to include a test and /or repairs performed by an inspector who is a certified backflow prevention device tester. They are also subject to Company inspection at reasonable times. A backflow prevention device tester must be certified by an entity that performs training to test and repair Check valves and backflow prevention devices which meet or exceed American Society of Sanitary Engineering (ASSE), American Backflow Prevention Association (ABPA) or equivalent standards and provides certification that such training has been completed in accordance with these requirements.

4.7 Pressure Regulators

When the static pressure is 100 lbs. or more at the Customer's premise, the Customer shall be responsible for the installation and maintenance of a pressure regulator or valve, which shall be installed on the inlet side of the meter.

4.8 Water use Standards for Plumbing Fixtures

The Company may refuse to connect with any piping system or furnish water through one already connected in any new construction or renovation which does not comply with the Company's water use standards for plumbing fixtures.

4.9 Customer Responsibility for Service Pipe

The Customer shall have full responsibility for the installation, repair, replacement, and maintenance of all Service Pipes, including full responsibility for metered water usage attributable to a leak in the Service Pipe; The failure of a Customer to properly install and maintain a Service Pipe, including replacement, shall constitute grounds for the Company to initiate action to terminate service to the Customer and seek recovery for any damage to the Company's facilities caused by an improperly functioning Service Pipe. Where an undetected, non-surfacing, underground leak is found in a Customer's Service Pipe, the Company shall credit the Customer with a one-time bill adjustment equal to forty percent (40%) of that portion of one month's consumption that exceeds the average monthly usage, based on the prior twelve month period, upon proper verification that the leak has been repaired. The Company shall require documentation to establish, to the Company's satisfaction, the existence of such repaired leak at the Customer's premises. Such bill adjustment will be provided only to the extent the Customer has not received a bill adjustment for an undetected, non-surfacing, underground leak at the same premises in the past five (5) years.

(C) means Change

American Water

224 N Hyde Park



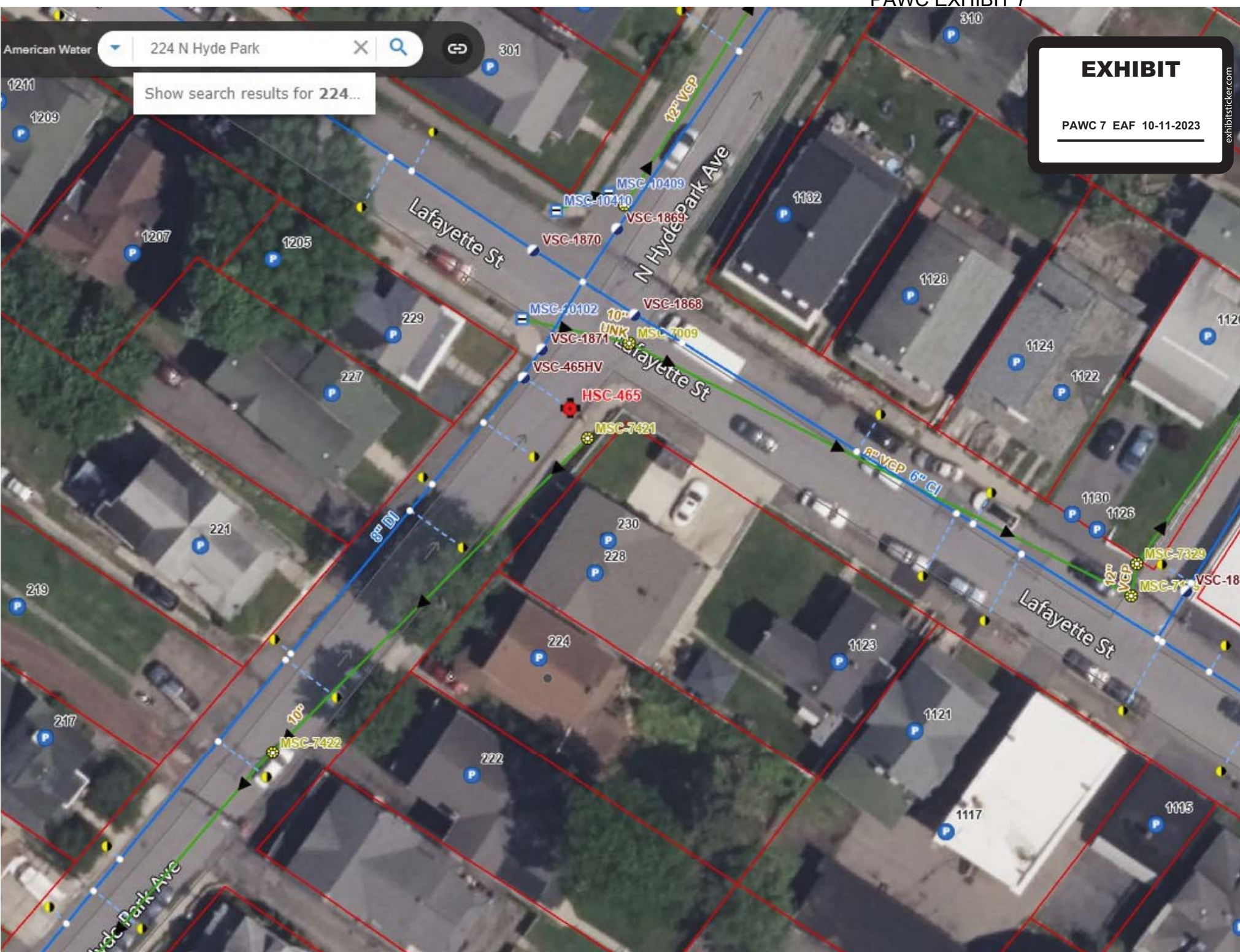
301

Show search results for 224...

EXHIBIT

PAWC 7 EAF 10-11-2023

exhibiticker.com



LEAD WATER SERVICE LINE REPLACEMENT



The Customer elects for the Company to replace the Customer's lead water service line: CHECK HERE

The undersigned customer(s), whose name(s) appear in the signature block at the bottom of this page (the "Customer") grants to Pennsylvania-American Water Company (the "Company") and to its approved contractors and/or subcontractors a license to enter upon the Customer's property at the address shown below ("Property") for the purpose of connecting the Customer's residence to the Company water service line adjacent to the Property, at no cost to the Customer.

PROPERTY ADDRESS: 224 N. Hyde Park Ave City Scranton State Pa Zip 18504

The Customer represents that the Customer is/are the sole owner(s) of the Property at the address shown above and has/have sole authority to agree to this License.

The term of this license shall be 10 months following the date set forth below.

The Company or its approved contractors and/or subcontractors will replace the Company service line from the water main to a Company meter or valve installation ("Installation") at the Customer's Property line at no cost to the customer. The Company will determine the location of the Installation. The Company's service line and the Installation will be owned and maintained by the Company.

The Company or its approved contractors and/or subcontractors will install a Customer connecting line from the Installation to the Customer's residence. The Customer connecting line is currently and will continue to be owned and maintained by the Customer.

CUSTOMER ACKNOWLEDGES THAT IF ANY UPGRADES TO THE CUSTOMER'S INTERNAL PLUMBING ARE REQUIRED, IT WILL BE AT THE SOLE COST OF THE CUSTOMER. THIS INCLUDES, BUT IS NOT LIMITED TO, ANY REQUIREMENT BY A GOVERNMENTAL ENTITY TO MEET APPLICABLE PLUMBING CODE(S).

Upon completion of the work necessary to effect the new connection, the Company will restore the Customer's Property as nearly as practicable to its former condition. The Company warrants the workmanship of its installation of the Customer service line for a period of 24 months following the date set forth below, with the Company's liability limited to the cost of repairing or replacing the Customer service line.

THE CUSTOMER ACKNOWLEDGES THAT THE CUSTOMER HAS RECEIVED THE "IMPORTANT NOTICE ABOUT YOUR WATER SERVICE AND LEAD" AND "LEAD" INFORMATION SHEETS PROVIDED BY THE COMPANY.

IN CONSIDERATION FOR PERFORMING THE WORK TO INSTALL THE CUSTOMER SERVICE LINE AT THE COMPANY'S COST AND THE COMPANY'S AGREEMENT TO PROVIDE A 24-MONTH LIMITED WORKMANSHIP WARRANTY, THE CUSTOMER AGREES TO INDEMNIFY, RELEASE AND HOLD HARMLESS THE COMPANY AND ITS AFFILIATES AND AGENTS FROM AND AGAINST ALL CLAIMS, LIABILITY AND COSTS ("CLAIMS") RESULTING FROM ACTS AND OMISSIONS OF THE COMPANY AND/OR ITS APPROVED SUBCONTRACTORS IN INSTALLING THE CUSTOMER SERVICE LINE.

CUSTOMER

Signature: Margaret Collins

Signature _____

Print Name: MARGARET COLLINS

Print Name _____

Date: 6-7-23

Date _____

Email: leoni_c@yahoo.com

Email _____

Phone: 570.343.1469

Phone _____

PENNSYLVANIA-AMERICAN WATER COMPANY

Signature: Bryan Hooks

Print Name: Bryan Hooks

Date: 7/7/23

Phone _____

PLEASE RETURN TO:

EXHIBIT

PAWC 8 EAF 10-11-2023

Case Opening

Case #:	3872384	Date Case Opened:	10/18/2022
BCS Investigator:	BCS CASE POOL	Account Number:	1024210029343611
Class Of Service:	RESIDENTIAL	Case Origin:	TELEPHONE
Reason for Contact:	PEOPLE-DELIVERED SERVICE (I.E., SCHEDULING DELAYS, PERSONNEL, DAMAGES) (# 58)		
Termination Date:	10/24/2022	Prior Case#:	
Customer Name:	MARGARET COLLINS	Service Address:	224 N HYDE PARK AVE ,SCRANTON PA 18504
Phone (Home):	570-3431469	Phone (Work):	-
Universal Service:	Yes	Arrearage:	0.00

Family Size

Adult	Children	Age
1	0	

Income Detail

Income Source	Amount
A1 SS	2000.00

Company Position:

10/10/2022 COMPANY SAYS THERE IS A LEAK AT THIS ADDRESS AND THEY WANT IT FIXED. TECH CAME OUT 10/11/22 AND FOUND LEAK AT THE CURB BUT DID NOT KNOW WHERE IT WAS COMING FROM BUT CUSTOMER HAS TO PAY TO OPEN IT UP AND FIND WHERE LEAK IS ORIGINATING FROM.

Related Information:

None

Case Problem:

CUSTOMER HAS RECEIVED 2 TERMINATION NOTICES DUE TO PAWC SAYING THAT SHE HAS A POSSIBLE LEAK ON HER PROPERTY AND THEY NEED HER TO HAVE IT REPAIRED. CUSTOMER SAYS HER BILL HAS NOT INCREASED, NO LEAK SEEN, NO CHANGE IN WATER PRESSURE, ETC. AND SHE WAS WONDERING IF THIS WAS A SCAM. SHE CALLED COMPANY AND ASKED FOR A WRITTEN EXPLANATION FOR HOW THEY DETERMINED THERE WAS A LEAK BUT NO RESPONSE. - RELIEF SOUGHT - CUSTOMER FEELS SHE SHOULD NOT HAVE TO PAY TO FIND WHERE THE LEAK IS ORIGINATING FROM AND SHE DOES NOT WANT WATER TURNED OFF WHILE SHE TOO CONTINUES TO LOOK FOR SOMEONE TO MAKE THE REPAIRS.

Hot Issues:

None

Case Misc Info:

HOME PHONE ONLY, MAY VM; NO EMAIL AVAILABLE

**PENNSYLVANIA-AMERICAN WATER COMPANY
UTILITY COMPANY REPORT
TO THE INFORMAL COMPLAINT UNIT**

Customer:	Margaret Collins	BCS Investigator:	
Service Address:	224 NORTH HYDE PARK AVE SCRANTON, PA 18504	Case Number:	3872384
Mailing Address:	Same as above	Date Received:	10/18/2022
Telephone Number: (Home)	570-343-1469	Balance:	46.83
		Due Date:	11/14/2022
Account Number:	210029343611	Service Class:	Residential
Budget:	\$24.00	Heating:	Yes

10/10/2022 company says there is a leak at this address and they want it fixed. tech came out 10/11/22 and found leak at the curb but did not know where it was coming from but customer has to pay to open it up and find where leak is originating from. customer has received 2 termination notices due to pawc saying that she has a possible leak on her property and they need her to have it repaired. customer says her bill has not increased, no leak seen, no change in water pressure, etc. and she was wondering if this was a scam. she called company and asked for a written explanation for how they determined there was a leak but no response. - relief sought - customer feels she should not have to pay to find where the leak is originating from and she does not want water turned off while she too continues to look for someone to make the repairs.

DETAILS OF THE COMPANY'S ORIGINAL INVESTIGATION:

08/11/2022-Distribution investigating possible leak – “leak noise was originally detected. A we still have work to do tag was posted on the property, requesting the Customer call the Local Office to gain access the meter to test for the Property Owner service leak”

08/12/2022 – The customer called the company – “Margaret Collins, customer states received door hanger at her property advising needing access to property for leak detection - notification states to contact Lee Jones 272-235-5674 to schedule appt. nothing updated on this account - please contact customer and advise if this is valid request”

09/30/2022 – Leak Detection Specialist – posted the 2nd leak detection tag. The noise on her service was still present. Again, there was no answer at the Door.

10/03/2022 – The customer called the company – “Issue: Customer says she keeps getting notices on door from AW guy. I advised there is leak on customer-side that must be repaired. She does not want to schedule someone to come inside her home. She also says her bill has not gone up. She wants to know what devices were used and how it was determined that she has a leak. She says she is not scheduling for anything to be dug up when she is not having a problem, until someone tells her how exactly it was determined there is a customer-side leak. I did advise her of the MLP s/o that is scheduled to be worked on 10/14/2022 to confirm the leak is repaired on that day. I offered to schedule for a s/o to have someone come out to speak with her about the leak. She declined scheduling a s/o. I also advised her the correspondence/letter "PA Non AWR Consumer Pipe Leak" has gone out today, 10/03/2022.

10/03/2022 – PA non AWR Consumer Pipe leak letter was mailed

10/04/2022 – Local Operations noted the account – “Sent to Lee Jones to call and explain to customer what devices were used. Customer does not have WLP and if they choose to not make repairs the service will be shut off around 10/24/22.”

10/04/2022 – Leak Detection Specialist called the customer – “I spoke with this Customer by phone (2) different times, the 2nd Call lasting approx. 25 min. explaining to her how the leak was detected routine survey; how the leak was isolated to her service, and the process we use to determine the leak when it’s on the “customer’s service”. She continued to say she “just couldn’t grasp the idea that the leak was on her pipe”. As noted, this went on for 25+ minutes. She was having a difficult time accepting the fact that she was responsible for the service pipe on her property, beyond the shut off valve curb-stop”

10/04/2022 – Leak Detection Specialist called the customer – “I spoke with this Customer by phone (2) different times, the 2nd Call lasting approx. 25 min. explaining to her how the leak was detected routine survey; how the leak was isolated to her service, and the process we use to determine the leak when it’s on the “customer’s service”. She continued to say she “just couldn’t grasp the idea that the leak was on her pipe”. As noted, this went on for 25+ minutes. She was having a difficult time accepting the fact that she was responsible for the service pipe on her property, beyond the shut off valve curb-stop”

10/04/2022 - PA non AWR Consumer Pipe leak letter was mailed

10/11/2022 – Service order for service line leak created by Field Supervisor – “service line leak, cust. side Meet Customer to gain access to meter to shut off and verify PO leak - Cust. requests PAW Employee wears a Mask to gain access to meter”

10/11/2022 – Field Service Rep (FSR) at premise - “confirmed P.O. leak at 224 North Hyde Park Ave. Customer does not have the WLPP.”

10/14/2022 - The company sent the customer a 10 day non repair shut off notice letter informing them a leak was found on their customer owned service pipe and the repair needs to be completed.

10/14/2022 – 2:28 PM – FSR at premise – “PO (property Owner) leak has not been repaired.”

10/15/2022- The company sent the customer a 10 day non repair shut off notice letter informing them a leak was found on their customer owned service pipe and the repair needs to be completed.

10/18/2022 - The company received this PUC complaint 3872384.

COMPANY'S FINAL POSITION TO THE CUSTOMER:

10/04/2022 – Leak Detection Specialist called the customer – “I spoke with this Customer by phone (2) different times, the 2nd Call lasting approx. 25 min. explaining to her how the leak was detected routine survey; how the leak was isolated to her service, and the process we use to determine the leak when it’s on the “customer’s service”. She continued to say she “just couldn’t grasp the idea that the leak was on her pipe”. As noted, this went on for 25+ minutes. She was having a difficult time accepting the fact that she was responsible for the service pipe on her property, beyond the shut off valve curb-stop”

DETAILS OF THE COMPANY'S INVESTIGATION AFTER BCS CONTACT:

10/21/2022 – 1:44 PM - Margaret Collins, called with case # 3872384 states PUC is supposed to be investigating the complaint. Resolution advised no PUC notes on the acct at this time placed hold on acct unit 10/26/22

10/24/2022 – 1:11 PM - Margaret Collins, Balance on account: 46.83, Issue: wanted the outcome of the PUC case. Resolution: advised it is still in process. advised. she will be called”

Leak Detection routinely sounds water lines and during one of the routine inspections they found noise on a line near the customer’s house. The leak detection narrowed the sound coming from the customer’s curb stop indicating a leak on the customer’s service pipe. A door tag was left informing the customer of the leak and need to repair. Per PAWC Commission approved Tariff 4.9 the installation, maintenance and repair of the customer’s service pipe is the responsibility of the customer. The Tariff also states failure to repair a leaking

service pipe may result in termination of service. The company provided a second door tag informing her of the service pipe leak and need to repair. A Field Operation Supervisor spoke to the customer explaining how the leak was found to be on her side of the curb box and she is responsible for the repair. The company verified that the service leak has not been repaired and 10-day non repair notices were sent to the customer.

The customer's meter is located inside the premise and the service pipe leak is before the meter. Therefore, the leaking water is not passing through the meter and not increasing her bill.

COMPANY'S FINAL POSITION TO BCS:

Pennsylvania American Water (PAWC) has reviewed the company records. On 08/11/2022 a routine survey identified that there is a leak on the customer owned service pipe at the premise 224 N Hyde Park Ave, Scranton, PA. Door tags were posted at the property on 08/11/2022 requesting the Customer call the Local Office in reference to the Property Owner service pipe leak. On 09/30/2022 the noise on her service was still present. Consumer Pipe Leak Letters were sent on 10/03/2022 and 10/04/2022 informing the customer of the service pipe leak and the need to repair. The leak detection specialist spoke with the customer and explained how the leak was detected (routine survey), how the leak was isolated to her service, and the process we use to determine the leak when it's on the customer's service. The customer felt repair of the service pipe leak was not her responsibility. On 10/14/2022 the Field Service Representative went to the premise and noted "leak has not been repaired". Per PAWC Commission approved tariff 4.9 the customer is responsible for the maintenance and repair of customer owned service pipe. The company is permitted to terminate water service if repairs are not completed. Please dismiss.

Completed By: DeeAnn Foster

Date Completed: 10/28/2022

Closed Case

BSC Case #:	3872384	Date Case Closed:	12/06/2022
BCS Investigator:	MONTRELL SMITH	Account Number:	1024210029343611
Customer Name:	MARGARET COLLINS	Address:	224 N HYDE PARK AVE ,SCRANTON PA 18504
Decision Issue:	N	Violation:	NO
Oral/Written:	O		
Chapter:		Section Rule:	
Total Balance:	46.83	Balance Date:	10/28/2022
Resolution:	<p>VERBAL CLOSE: I CALLED AND SPOKE WITH THE CUSTOMER AT 570-343-1469. THE CUSTOMER SAID SHE HAD SOME PEOPLE COME OUT AND THEY WERE NOT ABLE TO LOCATE THE LEAK. I ADVISED THE CUSTOMER TO HAVE HER PLUMBER AND HER THE COMPANY COME OUT ON THE SAME DAY TO CONFIRM THE LEAK. THE CUSTOMER WAS NOT HAPPY BUT SAID SHE WILL DO THAT. I ADVISED THE CUSTOMER OF THE APPEAL PROCESS. THE CUSTOMER SAID FOR NOW SHE WILL HAVE A PLUMBER COME OUT WITH THE COMPANY TO CONFIRM AND LOCATE THE LEAK. THE CUSTOMER SAID THE FIRST PLUMBER ADVISED HER THE LEAK WAS ON THE COMPANY'S SIDE.</p>		
Serv. Cont. Amount:		Serv. Cont. Date:	
Service Restored Pay:		Terms:	
Special Budget Amount:		Regular Budget Amount:	
Arrears Payment Plus:		Final Monthly Payment:	
Current Monthly Payment:		End Monthly Payment:	
Letter Description:			
PAR Description:			
Head Date:		Bill Date:	
Reconnect Amount:	0.00	Pay Amount:	
Archived:	No		

Work Orders

General

Order Number: 1188764

Initial Information	Map	Materials	Spoils	Markouts	Markout Violations	Markout Damages	Traffic Control	Restoration	Crew Assignments	Additional	Account	Purchase Orders (PO)	Job Site Check Lists	Job Observations	Documents	
Order Number:	1188764															
Town:	SCRANTON CITY						Town Section:									
Street Number:	224						Street:	N HYDE PARK AVE								
Apartment Addtl:																
Nearest Cross Street:	LAFAYETTE ST						Zip Code:	18504-3390								
Asset Type:	Service						Service ID:	p#:9240327473, s#: Device Location: 6002691493 Equipment #: 55277128 Installation: 7002845594 View Service Premise Details SAP Technical Master Data								
Requested By:	Employee						Requesting Employee:	Bryan Hooks								
Purpose:	Compliance						Job Priority:	Routine								
Description of Work:	SERVICE LINE RENEWAL CUST SIDE															
PMAT Override	RBS - Child WO to PS Project						Markout Requirement:	None								
WBS Charged:	R24-91H2.23-P-0024															
Traffic Control Required?	<input type="checkbox"/>						Street Opening Permit Required?	<input type="checkbox"/>								
Digital As-Built Required?	<input checked="" type="checkbox"/>						Digital As-Built Completed?	<input type="checkbox"/>								
Notes:	Customer has a 1/2 plastic line run through an old lead line. The plastic line is leaking. Service will be renewed to prevent potential lead exposure to the customer. Franchelli - kenbfei1@gmail.com 7/12/2023 6:23:48 PM: From centerline on Lafayette St															
Created By:	Bryan Hooks						Date Received:	7/7/2023								
Completed By:	Franchelli						Date Completed:	7/12/2023								
Flushing Notice Type:							Created On:	7/7/2023 11:25:00 AM (EST)								
SAP Notification #:	21117565						Supervisor Approved On:	7/14/2023 2:26:00 PM (EST)								
SAP Work Order #:	91389285						Materials Approved On:	7/14/2023 3:09:00 PM (EST)								
SAP Status:	Created Goods Issue Successfully						Material Planning Completed On:									
Contractor Assigned to: Franchelli On 7/7/2023 11:34:00 AM																