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Ronald and Sheila Derian,  
v.  
Pennsylvania-American  
Water Company

Further Call-In  
Telephonic Hearing  
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Docket No.:  
C-2023-3041252

Pages 108 - 330

Judge's Chambers  
Piatt Place  
301 5th Avenue  
Pittsburgh, PA

Thursday, December 7, 2023  
Commencing at 10:00 a.m.

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Docket No. C-2023-3041252

Hearing Date: December 7, 2023

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6/7/22 Service Order		

\* To be sent, late-filed Exhibit.

February 11, 2020

10:52 AM

[All Photo](#)







June 17, 2021

9:54 PM

[All Photos](#)





July 14, 2021

1:15 PM

[All Photos](#)



August 7, 2021

7:29 PM

[All Photos](#)





February 1, 2022

1:13 PM

[All Photos](#)





May 1, 2022  
7:12 PM

All Photos

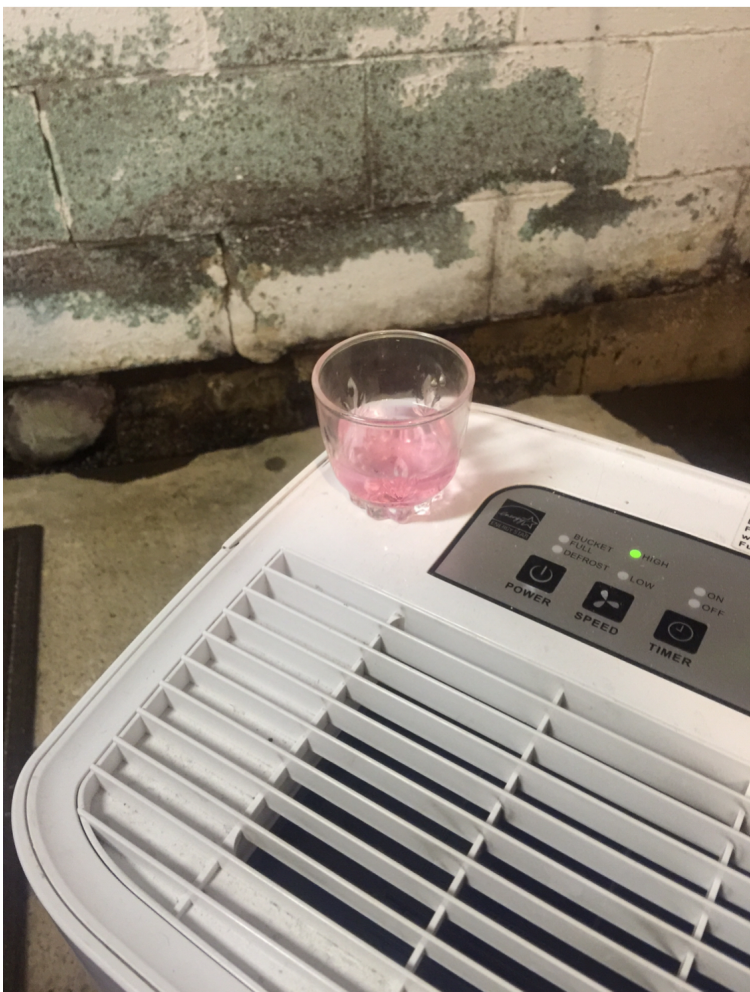




May 12, 2022

9:16 PM

All Photos



September 12, 2022

3:25 PM

[All Photos](#)





September 13, 2022

1:40 PM

[All Photos](#)





December 1, 2022

3:36 PM

All Photos





April 21

6:54 PM

All Photos





April 24

2:50 PM

All Photos





July 13

1:17 PM

All Photos





July 18  
1:28 PM

All Photos





August 31

5:43 PM

All Photos



July 5, 2022  
7:34 AM

All Photos



constitutional right to clean air

All

News

Images

Shopping

Videos

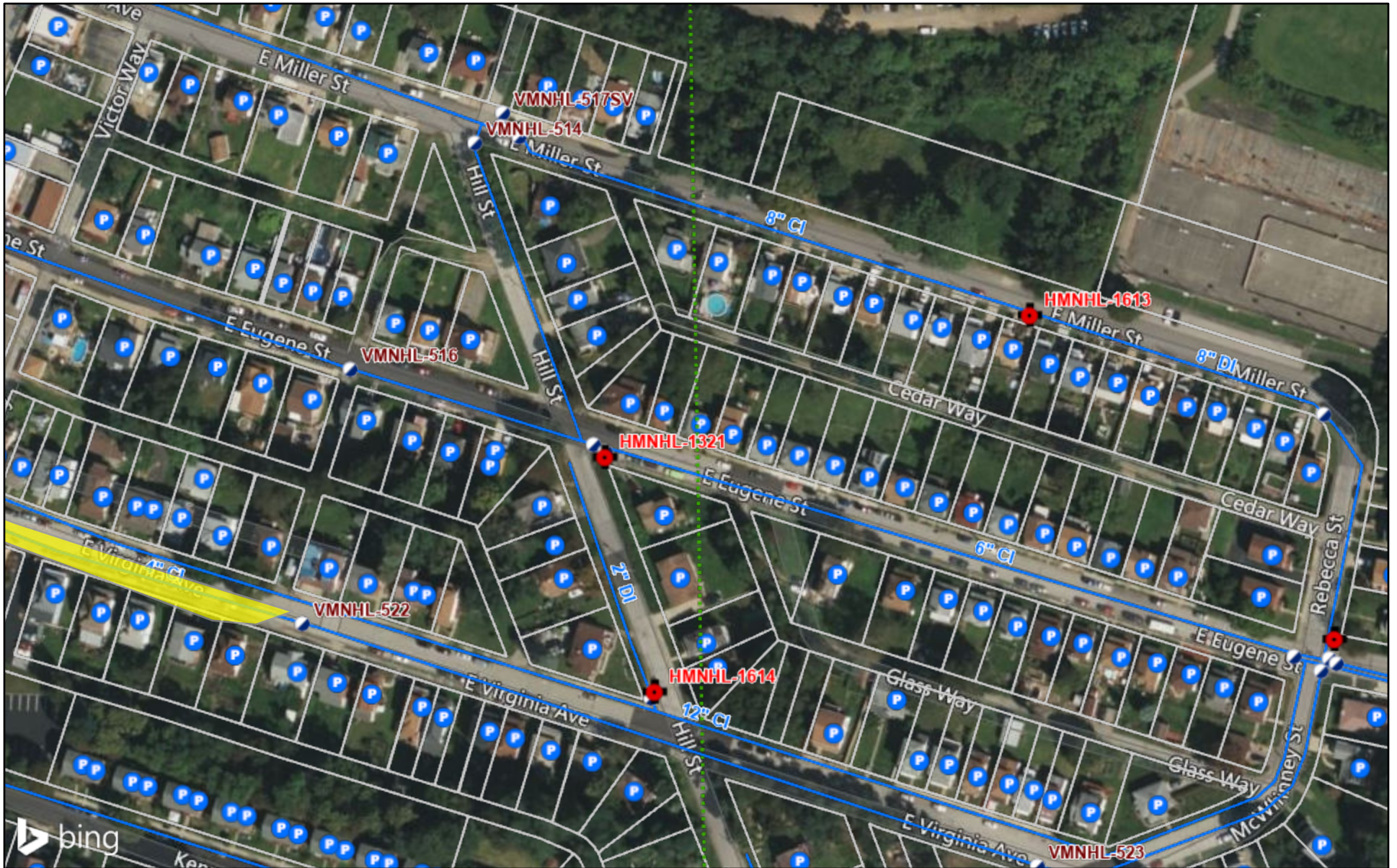
Maps

Pennsylvania Constitution. **Article I, Section 27** says: "The people have a right to clean air, pure water, and to the preservation of the natural, scenic, historic and esthetic values of the environment. Pennsylvania's public natural resources are the common property of all the people, including generations yet to come."

<http://www.ejnet.org> › chester › act13

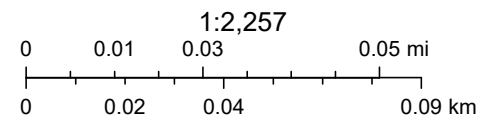
You have a Constitutional RIGHT to clean air and pure water - EJnet.org

# ArcGIS Web Map



10/27/2023, 10:18:42 AM

- GIS Map Errors
- Smaller Mains
- Hydrant
- Parcels
- PressureZone
- 12" and Larger
- Basin
- Service Area
- Valve
- Water Premise



Pennsylvania American Water, © 2023 Microsoft Corporation © 2023 Maxar ©CNES (2023) Distribution Airbus DS © 2023 TomTom

Web AppBuilder for ArcGIS

Map is provided for informational purposes only and is not suitable for legal, engineering or surveying purposes. Location of any facilities on this map are not the product of a ground survey and must be field verified and located prior to the start of any excavation.

# PAWC EXHIBIT 4



## Disaster Restoration Services

---

544 Fifth Street Ext.,  
Trafford, PA 15085  
Office: 412-362-7000  
Fax: 412-372-8545

**Client:** KAYCIE ALFORD / FQW2819  
**Property:** 3315 HILL STREET  
MUNHALL, PA 15120

**Operator:** PBLAZEVI

**Estimator:** PAUL BLAZEVICH  
**Position:** V.PRESIDENT OF OPERATIONS  
**Business:** 544 FIFTH ST EXTENSION  
TRAFFORD, PA 15085

**Business:** (412) 362-7000 x 16  
**E-mail:** pblazevich@drspittsburgh.com

**Reference:**  
**Company:** ROSE ORAVEC / TRAVELERS INS  
**Business:** 211 IDLEWOOD DR  
PGH, PA 15235

**Business:** (412) 795-6382

**Type of Estimate:** Water Damage

**Date Entered:** 6/20/2021

**Date Assigned:**

**Price List:** PAPB8X\_JUN21

**Labor Efficiency:** Restoration/Service/Remodel

**Estimate:** 2021-06-20-0858



## Disaster Restoration Services

544 Fifth Street Ext.,  
Trafford, PA 15085  
Office: 412-362-7000  
Fax: 412-372-8545

2021-06-20-0858

### EMERGENCY SERVICES

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	O&P	TOTAL
6/16/21 dispatched crew to cleanup in and around home from water main break including all walkways and driveway and haul away debris						
1. LABOR ONLY / crew chief and labor 4 hrs each	4.00 HR	0.00	78.45	0.00	62.76	376.56
2. Single axle dump truck - per load - including dump fees	1.00 EA	283.06	0.00	0.00	56.62	339.68
Totals: EMERGENCY SERVICES				0.00	119.38	716.24
<b>Line Item Totals: 2021-06-20-0858</b>				<b>0.00</b>	<b>119.38</b>	<b>716.24</b>



## Disaster Restoration Services

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544 Fifth Street Ext.,  
Trafford, PA 15085  
Office: 412-362-7000  
Fax: 412-372-8545

### Summary

Line Item Total	596.86
Overhead	59.69
Profit	59.69
<b>Replacement Cost Value</b>	<b>\$716.24</b>
<b>Net Claim</b>	<b>\$716.24</b>

---

PAUL BLAZEVIK  
V.PRESIDENT OF OPERATIONS



## Disaster Restoration Services

544 Fifth Street Ext.,  
Trafford, PA 15085  
Office: 412-362-7000  
Fax: 412-372-8545

### Recap of Taxes, Overhead and Profit

<b>Overhead (10%)</b>	<b>Profit (10%)</b>	<b>Material Sales Tax (7%)</b>	<b>Cleaning Mtl Tax (7%)</b>	<b>Cleaning Sales Tax (7%)</b>	<b>Clothing Acc Tax (7%)</b>	<b>Manuf. Home Tax (7%)</b>	<b>Storage Rental Tax (7%)</b>	<b>Dryclean/Laun dry Tax (7%)</b>	
<b>Line Items</b>									
59.69	59.69	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Total</b>									
59.69	59.69	0.00	0.00	0.00	0.00	0.00	0.00	0.00	



## Disaster Restoration Services

---

544 Fifth Street Ext.,  
Trafford, PA 15085  
Office: 412-362-7000  
Fax: 412-372-8545

### Recap by Room

**Estimate: 2021-06-20-0858**

**EMERGENCY SERVICES**

**596.86 100.00%**

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**Subtotal of Areas**

---

**596.86 100.00%**

---

**Total**

---

**596.86 100.00%**



## Disaster Restoration Services

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544 Fifth Street Ext.,  
Trafford, PA 15085  
Office: 412-362-7000  
Fax: 412-372-8545

### Recap by Category

<b>O&amp;P Items</b>	<b>Total</b>	<b>%</b>
<b>GENERAL DEMOLITION</b>	<b>283.06</b>	<b>39.52%</b>
<b>LABOR ONLY</b>	<b>313.80</b>	<b>43.81%</b>
<b>O&amp;P Items Subtotal</b>	<b>596.86</b>	<b>83.33%</b>
<b>Overhead</b>	<b>59.69</b>	<b>8.33%</b>
<b>Profit</b>	<b>59.69</b>	<b>8.33%</b>
<b>Total</b>	<b>716.24</b>	<b>100.00%</b>



Doc ID: 4903813574  
 Work Order Approved By: Shane R Rotolo  
 Material Posting Date: 6/18/2021 12:00:00 AM  
 Stock Approved By: Jack Beal

Quantity (CY)	Storage Location
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Markout #	Markout Type	Date of Request	Ready Date	Expiration Date
20211660467	C TO C	6/15/2021 12:00:00 AM	6/15/2021 12:00:00 AM	6/16/2021 12:00:00 AM
<input type="button" value="Insert"/>	--Select Here--			
<input type="button" value="Cancel"/>				

Create Markout Violation

Date Of Violation Notice	Markout Violation Status	Markout Request Number
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Create Markout Damage

Request Number	Damage On Date	Excavator	Utilites Damaged
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Is Traffic Control Required?  
 Number of Officers Required:  
 06/15/2021 07:13:15 EST John Floryan (FLORYAJV) Business Partner:1103483302 Customer Name:Joanne Hardy Svc Notification Notes:911 called and said that there is a bad main break on the street at 3317 Hill St (JF) Contact Number412-473-7014 Is water bubbling up to the lawn:No Is ground washing away:No Is there buckling of pavement:Yes Is the water causing a Freezing or safety hazard:Yes Is water causing property damage:Yes Street:Hill St House Number or Cross Street:3317 City:HOMESTEAD State:PA County:ALLEGHENY Locality : LocalityDescription : called Nino Balsamo (JF) 7:15 AM balsama 6/15/2021 8:13:01 AM: 6" MLL DITTMATJ 6/15/2021 12:50:57 PM: Repaired 6" mll

Create Traffic Control Ticket

WorkStartDate	TotalHours	Number of Officers	Billing Party
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Type of Restoration	Paving Square Footage	Linear Feet Of Curb	Initial Date	Final Date	Response Priority	Assigned Contractor
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Est. TTC (hours)	Assigned On	Assigned For	Assigned To	Start Time	End Time	Employees On Crew
3.50	6/15/2021 7:16 AM (EST)	6/15/2021 12:00 AM (EST)	Midnight Driver	6/15/2021 8:12:00 AM (EST)	6/15/2021 8:19:00 AM (EST)	1
3.50	6/15/2021 9:41 AM (EST)	6/15/2021 12:00 AM (EST)	Sec 4 Crew 1	6/15/2021 11:01:00 AM (EST)	6/15/2021 12:50:00 PM (EST)	5

Total Man Hours: 5  
 Total Gallons Lost: 1000 [Leakage Chart](#)  
 Distance From Cross Street (Feet): 0  
 Notes (EST): 06/15/2021 07:13:15 EST John Floryan (FLORYAJV) Business Partner:1103483302 Customer Name:Joanne Hardy Svc Notification Notes:911 called and said that there is a bad main break on the street at 3317 Hill St (JF) Contact Number412-473-7014 Is water bubbling up to the lawn:No Is ground washing away:No Is there buckling of pavement:Yes Is the water causing a Freezing or safety hazard:Yes Is water causing property damage:Yes Street:Hill St House Number or Cross Street:3317 City:HOMESTEAD State:PA County:ALLEGHENY Locality : LocalityDescription : called Nino Balsamo (JF) 7:15 AM balsama 6/15/2021 8:13:01 AM: 6" MLL DITTMATJ 6/15/2021 12:50:57 PM: Repaired 6" mll  
 Other Links: [General](#) [Finalization](#) [Crew Assignments](#)

WBS Charged: R24-11C1.21-P-0001  
 Accounting Type: Capital  
 Previously Approved By: Shane R Rotolo

Size	Existing Material	Footage Replaced	Replaced With	Main Condition	Failure Type	Depth (in.)	Soil Condition	Customers Affected	Shut Down Time (Hrs)	Disinfection Method	Flush Method	Chlorine Residual	Boll Alert Issued
6	Cast Iron	5	DICL	Fair	Split	48.00	Loam	4	6.00	Chlorination	Hydrant	0.2	

Purchase Order (PO) Type	SAP Purchase Order (PO) #
--------------------------	---------------------------

<a href="#">View/Edit</a>	Check List Date: 6/15/2021 11:00 AM (EST)	Created By: DITTMATJ
---------------------------	---	----------------------

[Create Job Observation](#)

	ObservationDate	Overall Safety Rating	Overall Quality Rating
<a href="#">View</a>	6/16/2021	Satisfactory	Satisfactory

	File Name	Document Type	Created On (EST)	Created By
<a href="#">View</a>	60ABB3C8-8C3D-4504-8726-0097F539164E.jpeg	Pre-Job Safety Briefing	6/15/2021	Timothy J. Dittman
<a href="#">View</a>	C7C9BB05-BB1B-497B-BA36-5994F5C99FFC.jpeg	Pre-Job Safety Briefing	6/15/2021	Timothy J. Dittman

SAP Notifications

Work Orders

Order Number: 953248

Initial Information	Map	Materials	Spoils	Markouts	Markout Violations	Markout Damages	Traffic Control	Restoration	Crew Assignments	Additional
Account	Main Break	Purchase Orders (PO)	Job Site Check Lists	Job Observations	Documents					
Order Number:	953248									
Town:	MUNHALL BOROUGH	Town Section:								
Main Break Note:										
Street Number:	3404	Street:	HILL ST							
Apartment Addtl:										
Nearest Cross Street:	E EUGENE AVE	Zip Code:								
Asset Type:	Main	Main ID:	...							
		Data Collection:								
Requested By:	Employee	Requesting Employee:	Shane R Rotolo							
Purpose:	Equip Reliability	Job Priority:	Emergency							
Description of Work:	WATER MAIN BREAK REPLACE									
Estimated Customer Impact	0-50	Anticipated Repair Time	4-6							
Alert Issued?	Yes	Significant Traffic Impact	No							
PMAT Override		Markout Requirement:	Emergency							
WBS Charged:	R24-11C1.22-P-0001									
Traffic Control Required?		Street Opening Permit Required?								
Digital As-Built Required?										
Notes:	DITTMATJ 6/8/2022 6:39:52 PM (EST): Repaired 2-1/2" mll									
Created By:	Shane R Rotolo	Date Received:	6/8/2022							
Completed By:	Timothy J. Dittman	Date Completed:	6/8/2022							
Flushing Notice Type:	Standard Flushing Notice left	Created On:	6/8/2022 12:00:00 PM (EST)							
SAP Notification #:	20107639	Supervisor Approved On:	6/9/2022 9:33:00 AM (EST)							
SAP Work Order #:	91168274	Materials Approved On:	6/17/2022 1:00:00 PM (EST)							
SAP Status:	Created Goods Issue Successfully									
		Material Planning Completed On:								

Part Number	Stock Location	SAP Stock Location	Description	Quantity
1405649	DSYD_Greentree	1400	CPLG, TRANS, 1BOLT, 2	3
1410706	DSYD_Greentree	1400	PIPE, PVC, SCH 80, SWB, 2	5

Doc ID: 4904220541  
 Work Order Approved By: Shane R Rotolo  
 Material Posting Date: 6/17/2022 12:00:00 AM  
 Stock Approved By: Scott A Peterman

Quantity (CY)	Storage Location

Markout #	Markout Type	Date of Request	Ready Date	Expiration Date
20221592591	C TO C	6/8/2022	6/8/2022 12:00:00 AM	6/9/2022 12:00:00 AM

12:00:00 AM

Insert  
Cancel

--Select Here--

Create Markout Violation

Date Of Violation Notice	Markout Violation Status	Markout Request Number
--------------------------	--------------------------	------------------------

Create Markout Damage

Request Number	Damage On Date	Excavator	Utilites Damaged
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Is Traffic Control Required?

Number of Officers Required:

Current Notes: DITTMATJ 6/8/2022 6:39:52 PM (EST): Repaired 2-1/2" mll

Create Traffic Control Ticket

WorkStartDate	TotalHours	Number of Officers	Billing Party
---------------	------------	--------------------	---------------

Type of Restoration	Paving Square Footage	Linear Feet Of Curb	Initial Date	Final Date	Response Priority	Assigned Contractor
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Est. TTC (hours)	Assigned On	Assigned For	Assigned To	Start Time	End Time	Employees On Crew
3.50	6/8/2022 12:02 PM (EST)	6/8/2022 12:00 AM (EST)	Sec 5 Crew1	6/8/2022 2:29:00 PM (EST)	6/8/2022 6:32:00 PM (EST)	5

Total Man Hours: 20  
 Total Gallons Lost: 0 [Leakage Chart](#)  
 Distance From Cross Street (Feet) 0  
 Notes (EST): DITTMATJ 6/8/2022 6:39:52 PM (EST): Repaired 2-1/2" mll  
 Other Links: [General](#) [Finalization](#) [Crew Assignments](#)

WBS Charged: R24-11C1.22-P-0001  
 Accounting Type: Capital  
 Previously Approved By: Shane R Rotolo

Size	Existing Material	Footage Replaced	Replaced With	Main Condition	Failure Type	Depth (In.)	Soil Condition	Customers Affected	Shut Down Time (Hrs)	Disinfection Method	Flush Method	Chlorine Residual	Boil Alert Issued
2 1/2	Cast Iron	5	PVC	Poor	Split	48.00	Rocky	5	4.00	Chlorination	Main	0.3	<input type="checkbox"/>

Purchase Order (PO) Type	SAP Purchase Order (PO) #
--------------------------	---------------------------

<a href="#">View/Edit</a>	Check List Date: 6/8/2022 12:00 AM (EST)	Created By: DITTMATJ
---------------------------	--	----------------------

Create Job Observation

ObservationDate	Overall Safety Rating	Overall Quality Rating
-----------------	-----------------------	------------------------

	File Name	Document Type	Created On (EST)	Created By
<a href="#">View</a>	8BCC627C-DF83-425B-A510-F8641F8D9139.jpeg	Pre-Job Safety Briefing	6/8/2022	Timothy J. Dittman
<a href="#">View</a>	7F3CC71B-04DA-4DDD-AC01-6760795783A2.jpeg	Photos/Sketches	6/8/2022	Timothy J. Dittman

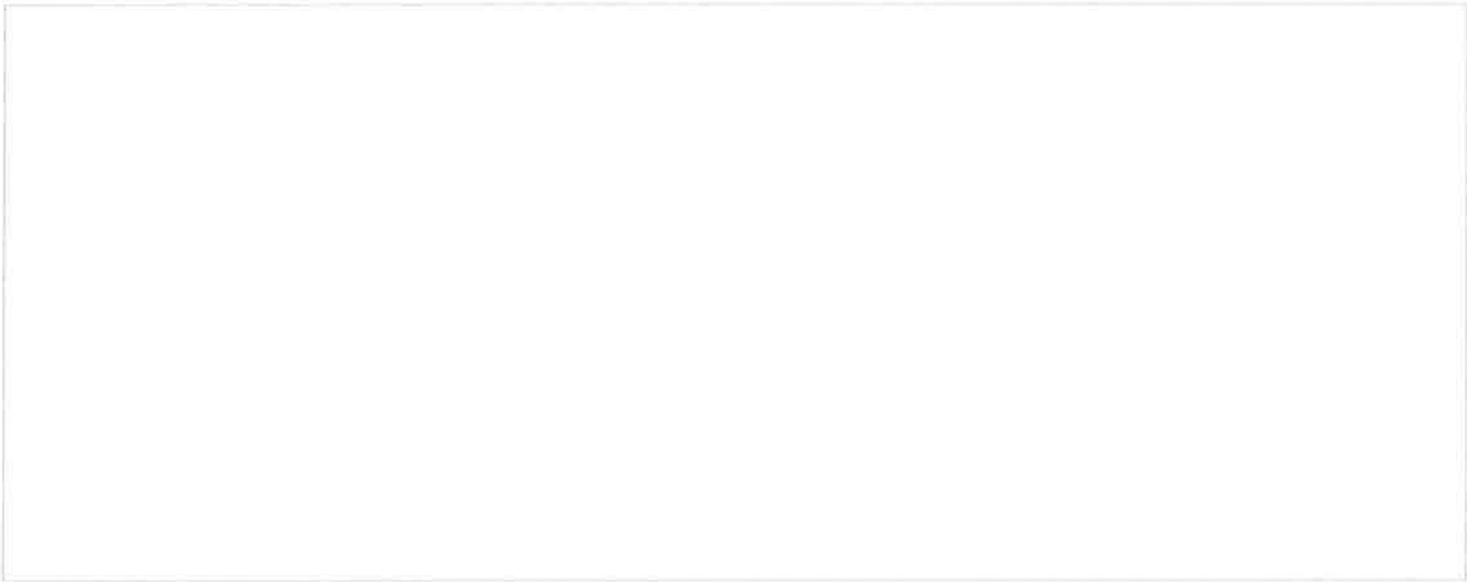
SAP Notifications

Work Orders

Order Number: 953248

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

<b>Order Number:</b>	953248		
<b>Town:</b>	MUNHALL BOROUGH	<b>Town Section:</b>	
<b>Main Break Note:</b>			
<b>Street Number:</b>	3404	<b>Street:</b>	HILL ST
<b>Apartment Addtl:</b>			
<b>Nearest Cross Street:</b>	E EUGENE AVE	<b>Zip Code:</b>	
<b>Asset Type:</b>	Main	<b>Main ID:</b>	...
		<b>Data Collection:</b>	
		<b>Device Location:</b>	Equipment #: Installation:
<b>Requested By:</b>	Employee	<b>Requesting Employee:</b>	Shane R Rotolo
<b>Purpose:</b>	Equip Reliability	<b>Job Priority:</b>	Emergency
<b>Description of Work:</b>	WATER MAIN BREAK REPLACE		
<b>Estimated Customer Impact</b>	0-50	<b>Anticipated Repair Time</b>	4-6
<b>Alert Issued?</b>	Yes	<b>Significant Traffic Impact</b>	No
<b>PMAT Override</b>		<b>Markout Requirement:</b>	Emergency
<b>WBS Charged:</b>	R24-11C1.22-P-0001		
<b>Traffic Control Required?</b>		<b>Street Opening Permit Required?</b>	<input type="checkbox"/>
<b>Digital As-Built Required?</b>			
<b>Notes:</b>	DITTMATJ 6/8/2022 6:39:52 PM (EST): Repaired 2-1/2" mll		
<b>Created By:</b>	Shane R Rotolo	<b>Date Received:</b>	6/8/2022
<b>Completed By:</b>	Timothy J. Dittman	<b>Date Completed:</b>	6/8/2022
<b>Flushing Notice Type:</b>	Standard Flushing Notice left	<b>Created On:</b>	6/8/2022 12:00:00 PM (EST)
<b>SAP Notification #:</b>	20107639	<b>Supervisor Approved On:</b>	6/9/2022 9:33:00 AM (EST)
<b>SAP Work Order #:</b>	91168274	<b>Materials Approved On:</b>	6/17/2022 1:00:00 PM (EST)
<b>SAP Status:</b>	Created Goods Issue Successfully	<b>Material Planning Completed On:</b>	



Part Number	Stock Location	SAP Stock Location	Description	Quantity
1405649	DSYD_Greentree	1400	CPLG, TRANS, 1BOLT, 2	3
1410706	DSYD_Greentree	1400	PIPE, PVC, SCH 80, SWB, 2	5

Doc ID: 4904220541  
 Work Order Approved By: Shane R Rotolo  
 Material Posting Date: 6/17/2022 12:00:00 AM  
 Stock Approved By: Scott A Peterman

Quantity (CY)	Storage Location

Markout #	Markout Type	Date of Request	Ready Date	Expiration Date
<a href="#">20221592591</a>	C TO C	6/8/2022	6/8/2022 12:00:00 AM	6/9/2022 12:00:00 AM

12:00:00 AM

<a href="#">Insert</a>	--Select Here--		
<a href="#">Cancel</a>			

[Create Markout Violation](#)

Date Of Violation Notice	Markout Violation Status	Markout Request Number
--------------------------	--------------------------	------------------------

[Create Markout Damage](#)

Request Number	Damage On Date	Excavator	Utilites Damaged
----------------	----------------	-----------	------------------

Is Traffic Control Required?  
 Number of Officers Required:  
 Current Notes: DITTMATJ 6/8/2022 6:39:52 PM (EST); Repaired 2-1/2" mll

[Create Traffic Control Ticket](#)

WorkStartDate	TotalHours	Number of Officers	Billing Party
---------------	------------	--------------------	---------------

Type of Restoration	Paving Square Footage	Linear Feet Of Curb	Initial Date	Final Date	Response Priority	Assigned Contractor
---------------------	-----------------------	---------------------	--------------	------------	-------------------	---------------------

Est. TTC (hours)	Assigned On	Assigned For	Assigned To	Start Time	End Time	Employees On Crew
3.50	6/8/2022 12:02 PM (EST)	6/8/2022 12:00 AM (EST)	Sec 5 Crew1	6/8/2022 2:29:00 PM (EST)	6/8/2022 6:32:00 PM (EST)	5

Total Man Hours: 20  
 Total Gallons Lost: 0 [Leakage Chart](#)  
 Distance From Cross Street (Feet) 0  
 Notes (EST): DITTMATJ 6/8/2022 6:39:52 PM (EST); Repaired 2-1/2" mll  
 Other Links: [General](#) [Finalization](#) [Crew Assignments](#)

WBS Charged: R24-11C1.22-P-0001  
 Accounting Type: Capital  
 Previously Approved By: Shane R Rotolo

Size	Existing Material	Footage Replaced	Replaced With	Main Condition	Failure Type	Depth (in.)	Soil Condition	Customers Affected	Shut Down Time (Hrs)	Disinfection Method	Flush Method	Chlorine Residual	Boil Alert Issued
2 1/2	Cast Iron	5	PVC	Poor	Split	48.00	Rocky	5	4.00	Chlorination	Main	0.3	

Purchase Order (PO) Type	SAP Purchase Order (PO) #
--------------------------	---------------------------

View/Edit	Check List Date	Created By
	6/8/2022 12:00 AM (EST)	DITTMATJ

[Create Job Observation](#)

ObservationDate	Overall Safety Rating	Overall Quality Rating
-----------------	-----------------------	------------------------

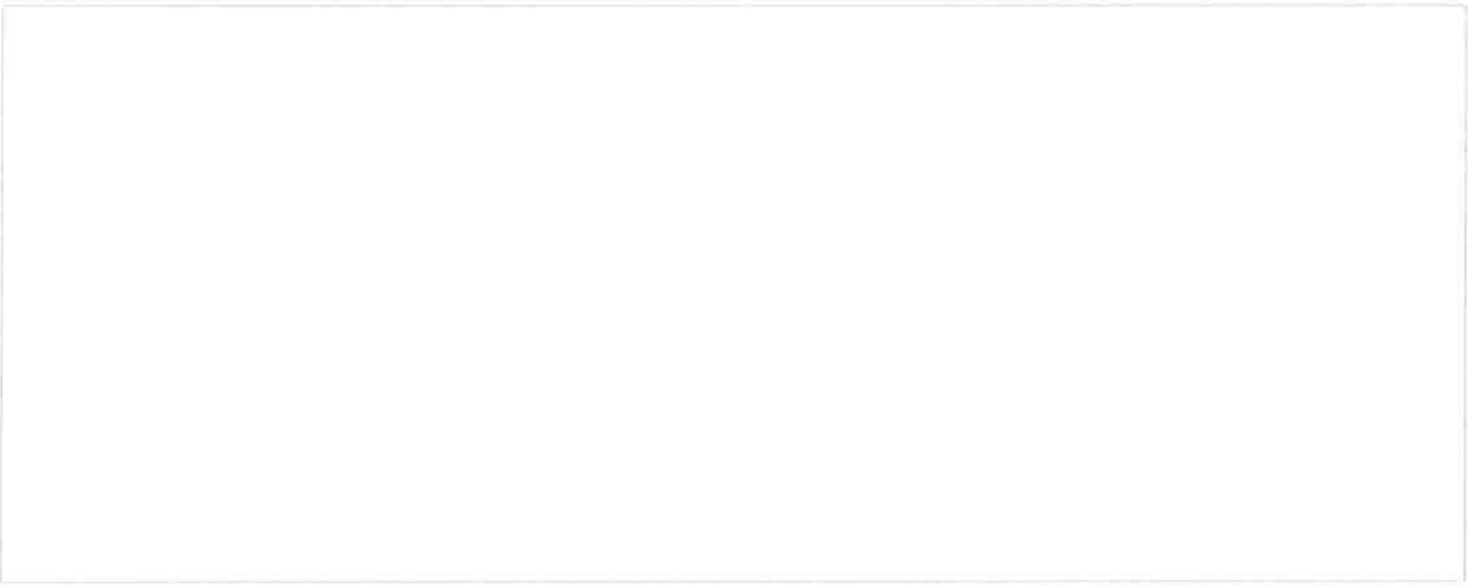
File Name	Document Type	Created On (EST)	Created By
<a href="#">View</a> 8BCC627C-DF83-425B-A510-F8641F8D9139.jpeg	Pre-Job Safety Briefing	6/8/2022	Timothy J. Dittman
<a href="#">View</a> 7F3CC71B-04DA-4DDD-AC01-6760795783A2.jpeg	Photos/Sketches	6/8/2022	Timothy J. Dittman

SAP Notifications

Work Orders

Order Number: 1027654

Initial Information	Map	Materials	Spoils	Markouts	Markout Violations	Markout Damages	Traffic Control	Restoration	Crew Assignments	Additional	
Account	Main Break	Purchase Orders (PO)	Job Site Check Lists	Job Observations	Documents						
<b>Order Number:</b>	1027654										
<b>Town:</b>	MUNHALL BOROUGH			<b>Town Section:</b>							
<b>Main Break Note:</b>											
<b>Street Number:</b>	3311			<b>Street:</b>	HILL ST						
<b>Apartment Adttl:</b>											
<b>Nearest Cross Street:</b>	E MILLER AVE			<b>Zip Code:</b>							
<b>Asset Type:</b>	Main			<b>Main ID:</b>	...		<b>Device Location:</b>				
				<b>Data Collection:</b>			Equipment #: Installation:				
<b>Requested By:</b>	Employee			<b>Requesting Employee:</b>	Shane R Rotolo						
<b>Purpose:</b>	Equip Reliability			<b>Job Priority:</b>	Routine						
<b>Description of Work:</b>	WATER MAIN BREAK REPLACE										
<b>Estimated Customer Impact</b>	0-50			<b>Anticipated Repair Time</b>	4-6						
<b>Alert Issued?</b>	No			<b>Significant Traffic Impact</b>	No						
<b>PMAT Override</b>				<b>Markout Requirement:</b>	Routine						
<b>WBS Charged:</b>	R24-11C1.22-P-0001										
<b>Traffic Control Required?</b>				<b>Street Opening Permit Required?</b>							
<b>Digital As-Built Required?</b>											
<b>Notes:</b>	BOFFC 9/12/2022 8:19:28 PM (EST) Cut and capped main. Put in blow off										
<b>Created By:</b>	Shane R Rotolo			<b>Date Received:</b>	9/8/2022						
<b>Completed By:</b>	Christopher Boff			<b>Date Completed:</b>	9/12/2022						
<b>Flushing Notice Type:</b>	Standard Flushing Notice left			<b>Created On:</b>	9/8/2022 9:39:00 AM (EST)						
<b>SAP Notification #:</b>	20352111			<b>Supervisor Approved On:</b>	9/14/2022 8:26:00 AM (EST)						
<b>SAP Work Order #:</b>	91230924			<b>Materials Approved On:</b>	9/19/2022 12:16:00 PM (EST)						
<b>SAP Status:</b>	Created Goods Issue Successfully			<b>Material Planning Completed On:</b>							



Part Number	Stock Location	SAP Stock Location	Description	Quantity
1405653	DSYD_Greentree	1400	CPLG,TRANS,1BOLT,6	1
1405751	DSYD_Greentree	1400	SLV,SOLID,FB,SP,MJ,6	1
1406361	DSYD_Greentree	1400	PIPE,DI,CL52,UNRJ,6	1
1407673	DSYD_Greentree	1400	SDL,SRV,DI,SS,2STP,MOD,6X3/4CC	1
1409496	DSYD_Greentree	1400	GLAND,ACC KIT,C153,MJ,6	3
1409496	DSYD_Greentree	1400	GLAND,ACC KIT,C153,MJ,6	3
1409496	DSYD_Greentree	1400	GLAND,ACC KIT,C153,MJ,6	3
1409496	DSYD_Greentree	1400	GLAND,ACC KIT,C153,MJ,6	3
1410063	DSYD_Greentree	1400	CURB BX,CMPL,C1,SL 36-48H,USA,1	3
1410182	DSYD_Greentree	1400	PIPE,COPPER,TYPE K,60 ROLL,3/4	16
1411868	DSYD_Greentree	1400	CURB STOP,BALL,NL,CF,3/4	1
1412773	DSYD_Greentree	1400	CORB,BALL,NL,TAPERXCF,3/4	1

Doc ID: 4904439011  
Work Order Approved By: Shane R Rotolo

Material Posting Date: 9/19/2022 12:00:00 AM  
 Stock Approved By: Scott A Peterman

Quantity (CY)	Storage Location
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Markout #	Markout Type	Date of Request	Ready Date	Expiration Date
<a href="#">20222421057</a>	C TO C	8/31/2022 12:00:00 AM	9/2/2022 12:00:00 AM	9/14/2022 12:00:00 AM
<input type="button" value="Insert"/>	--Select Here--			
<input type="button" value="Cancel"/>				

[Create Markout Violation](#)

Date Of Violation Notice	Markout Violation Status	Markout Request Number
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[Create Markout Damage](#)

Request Number	Damage On Date	Excavator	Utilites Damaged
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Is Traffic Control Required?

Number of Officers Required:

Current Notes: BOFFC 9/12/2022 8:19:28 PM (EST) Cut and capped main. Put in blow off

[Create Traffic Control Ticket](#)

WorkStartDate	TotalHours	Number of Officers	Billing Party
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Type of Restoration	Paving Square Footage	Linear Feet Of Curb	Initial Date	Final Date	Response Priority	Assigned Contractor
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Est. TTC (hours)	Assigned On	Assigned For	Assigned To	Start Time	End Time	Employees On Crew
3.50	9/12/2022 7:29 AM (EST)	9/12/2022 12:00 AM (EST)	Sec 5 Crew1	9/12/2022 8:00:00 PM (EST)	9/12/2022 8:17:00 PM (EST)	4

Total Man Hours: 0  
 Total Gallons Lost: 10000 [Leakage Chart](#)  
 Distance From Cross Street (Feet) 0  
 Notes (EST): BOFFC 9/12/2022 8:19:28 PM (EST) Cut and capped main. Put in blow off  
 Other Links: [General](#) [Finalization](#) [Crew Assignments](#)

WBS Charged: R24-11C1.22-P-0001  
 Accounting Type: Capital  
 Previously Approved By: Shane R Rotolo

Size	Existing Material	Footage Replaced	Replaced With	Main Condition	Failure Type	Depth (in.)	Soil Condition	Customers Affected	Shut Down Time (Hrs)	Disinfection Method	Flush Method	Chlorine Residual	Boil Alert Issued
6	Cast Iron	0	DICL	Good	Circular	96.00	Clay	15	16.00	Chlorination	Blowoff	0.8	<input type="checkbox"/>

Purchase Order (PO) Type	SAP Purchase Order (PO) #
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View/Edit	Check List Date	Created By
	9/12/2022 12:00 AM (EST)	BOFFC

[Create Job Observation](#)

View	ObservationDate	Overall Safety Rating	Overall Quality Rating
	9/14/2022	Satisfactory	Satisfactory

View	File Name	Document Type	Created On (EST)	Created By
	3C850C84-7AF6-4DF3-9B2F-48C89519A6AC.jpeg	Photos/Sketches	9/12/2022	Christopher Boff

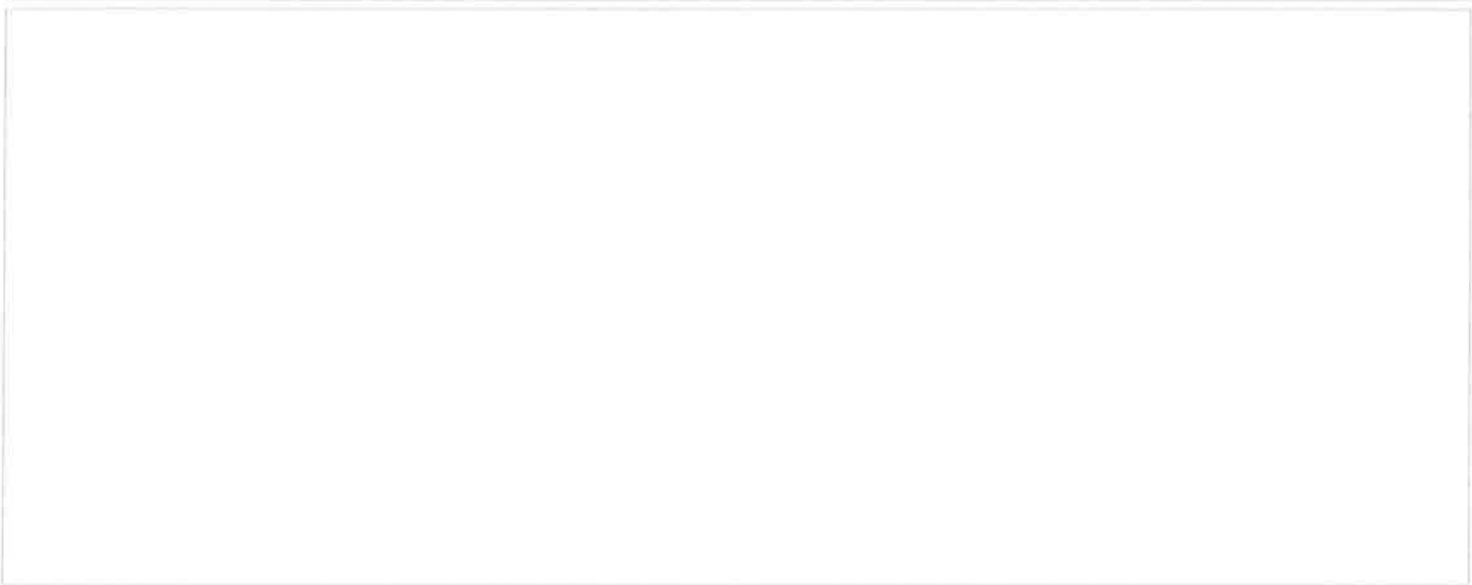
[SAP Notifications](#)

Work Orders

Order Number: 1029826

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

<b>Order Number:</b>	1029826		
<b>Town:</b>	MUNHALL BOROUGH	<b>Town Section:</b>	
<b>Main Break Note:</b>			
<b>Street Number:</b>	0	<b>Street:</b>	HILL ST
<b>Apartment Addtl:</b>			
<b>Nearest Cross Street:</b>	E MILLER AVE	<b>Zip Code:</b>	
<b>Asset Type:</b>	Main	<b>Main ID:</b>	...
		<b>Data Collection:</b>	
<b>Requested By:</b>	Employee	<b>Requesting Employee:</b>	Shane R Rotolo
<b>Purpose:</b>	Equip Reliability	<b>Job Priority:</b>	Routine
<b>Description of Work:</b>	WATER MAIN BREAK REPLACE		
<b>Estimated Customer Impact</b>	0-50	<b>Anticipated Repair Time</b>	4-6
<b>Alert Issued?</b>	No	<b>Significant Traffic Impact</b>	No
<b>PMAT Override</b>		<b>Markout Requirement:</b>	Routine
<b>WBS Charged:</b>	R24-11C1.22-P-0001		
<b>Traffic Control Required?</b>		<b>Street Opening Permit Required?</b>	
<b>Digital As-Built Required?</b>			
<b>Notes:</b>	DITTMATJ 9/13/2022 2:27:45 PM (EST) Cut and capped main		
<b>Created By:</b>	Shane R Rotolo	<b>Date Received:</b>	9/13/2022
<b>Completed By:</b>	Timothy J. Dittman	<b>Date Completed:</b>	9/13/2022
<b>Flushing Notice Type:</b>	Standard Flushing Notice left	<b>Created On:</b>	9/13/2022 7:30:00 AM (EST)
<b>SAP Notification #:</b>	20365750	<b>Supervisor Approved On:</b>	9/19/2022 9:54:00 AM (EST)
<b>SAP Work Order #:</b>	91233204	<b>Materials Approved On:</b>	9/19/2022 1:24:00 PM (EST)
<b>SAP Status:</b>	Created Goods Issue Successfully	<b>Material Planning Completed On:</b>	



Part Number	Stock Location	SAP Stock Location	Description	Quantity
1406361	DSYD_Greentree	1400	PIPE,DI,CL52,UNRJ,6	2
1407772	DSYD_Greentree	1400	CAP,IMP,MJ,6	1
1409496	DSYD_Greentree	1400	GLAND,ACC KIT,C153,MJ,6	1

Doc ID: 4904439298  
 Work Order Approved By: Shane R Rotolo  
 Material Posting Date: 9/19/2022 12:00:00 AM  
 Stock Approved By: Scott A Peterman

Quantity (CY)	Storage Location
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Markout #	Markout Type	Date of Request	Ready Date	Expiration Date
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<a href="#">20222421057</a>	C TO C	8/31/2022 12:00:00 AM	9/2/2022 12:00:00 AM	9/14/2022 12:00:00 AM
<a href="#">Insert</a>	--Select Here--			
<a href="#">Cancel</a>				

Create Markout Violation

<a href="#">Date Of Violation Notice</a>	<a href="#">Markout Violation Status</a>	<a href="#">Markout Request Number</a>
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Create Markout Damage

<a href="#">Request Number</a>	<a href="#">Damage On Date</a>	<a href="#">Excavator</a>	<a href="#">Utilites Damaged</a>
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Is Traffic Control Required?  
 Number of Officers Required:  
 Current Notes: DITTMATJ 9/13/2022 2:27:45 PM (EST) Cut and capped main

Create Traffic Control Ticket

<a href="#">WorkStartDate</a>	<a href="#">TotalHours</a>	<a href="#">Number of Officers</a>	<a href="#">Billing Party</a>
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<a href="#">Type of Restoration</a>	<a href="#">Paving Square Footage</a>	<a href="#">Linear Feet Of Curb</a>	<a href="#">Initial Date</a>	<a href="#">Final Date</a>	<a href="#">Response Priority</a>	<a href="#">Assigned Contractor</a>
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Est. TTC (hours)	Assigned On	Assigned For	Assigned To	Start Time	End Time	Employees On Crew
3.50	9/13/2022 7:32 AM (EST)	9/13/2022 12:00 AM (EST)	Sec 5 Crew1	9/13/2022 9:20:00 AM (EST)	9/13/2022 2:19:00 PM (EST)	4

Total Man Hours: 16  
 Total Gallons Lost: 0 [Leakage Chart](#)  
 Distance From Cross Street (Feet) 0  
 Notes (EST): DITTMATJ 9/13/2022 2:27:45 PM (EST) Cut and capped main  
 Other Links: [General](#) [Finalization](#) [Crew Assignments](#)

WBS Charged: R24-11C1.22-P-0001  
 Accounting Type: Capital  
 Previously Approved By: Shane R Rotolo

Size	Existing Material	Footage Replaced	Replaced With	Main Condition	Failure Type	Depth (In.)	Soil Condition	Customers Affected	Shut Down Time (Hrs)	Disinfection Method	Flush Method	Chlorine Residual	Boil Alert Issued
6	Cast Iron	2	DICL	Poor	Physical Damage	62.00	Rocky	30	3.00	Chlorination	Hydrant	0.3	

<a href="#">Purchase Order (PO) Type</a>	<a href="#">SAP Purchase Order (PO) #</a>
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<a href="#">View/Edit</a>	<a href="#">Check List Date</a> 9/13/2022 12:00 AM (EST)	<a href="#">Created By</a> DITTMATJ
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Create Job Observation

<a href="#">View</a>	<a href="#">ObservationDate</a> 9/19/2022	<a href="#">Overall Safety Rating</a> Satisfactory	<a href="#">Overall Quality Rating</a> Satisfactory
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<a href="#">View</a>	File Name	Document Type	Created On (EST)	Created By
<a href="#">View</a>	6383486A-106E-421D-88A1-9B6A72D8A29D.jpeg	Pre-Job Safety Briefing	9/13/2022	Timothy J. Dittman
<a href="#">View</a>	image.jpg	Photos/Sketches	9/13/2022	Timothy J. Dittman

[SAP Notifications](#)

Work Orders

Order Number: 690373

- Initial Information
  - Map
  - Materials
  - Spills
  - Markouts
  - Markout Violations
  - Markout Damages
  - Traffic Control
  - Restoration
  - Crew Assignments
  - Additional
- Account
  - Main Break
  - Purchase Orders (PO)
  - Job Site Check Lists
  - Job Observations
  - Documents

<b>Order Number:</b>	690373		
<b>Town:</b>	MUNHALL BOROUGH	<b>Town Section:</b>	
<b>Main Break Note:</b>			
<b>Street Number:</b>	3136	<b>Street:</b>	MAIN ST
<b>Apartment Addtl:</b>			
<b>Nearest Cross Street:</b>	SYCAMORE DR	<b>Zip Code:</b>	
<b>Asset Type:</b>	Main	<b>Main ID:</b>	...
		<b>Data Collection:</b>	
		<b>Device Location:</b>	Equipment #: Installation:
<b>Requested By:</b>	FRCC	<b>Job Priority:</b>	Emergency
<b>Purpose:</b>	Safety		
<b>Description of Work:</b>	WATER MAIN BREAK REPLACE		
<b>Estimated Customer Impact</b>	51-100	<b>Anticipated Repair Time</b>	4-6
<b>Alert Issued?</b>	Yes	<b>Significant Traffic Impact</b>	Yes
<b>PMAT Override</b>		<b>Markout Requirement:</b>	Emergency
<b>WBS Charged:</b>	R24-11C1.20-P-0001		
<b>Traffic Control Required?</b>		<b>Street Opening Permit Required?</b>	
<b>Digital As-Built Required?</b>			
<b>Notes:</b>	11/06/2020 06:33:21 EST Barbara Coffay (COFFAYBL) Business Partner:1203359650 Customer Name:Dispatch Allegheny County 911 Svc Notification Notes:Allegheny County 911 called to report a water mainbreak at the intersection of Main Street and Sycamore Stree t in Munhall Boro. Police enroute. Not sure how bad. Please investigate Is water bubbling up to the lawn:No Is ground washing away:No Is there buckling of pavement:No Is the water causing a Freezing or safety hazard:Yes Is water causing property damage:Yes Street:Main Street House Number or Cross Street:Sycamore Street City:MUNHALL State:PA County:ALLEGHENY 11/6 Barb frcc - assigned to crew Miudnight Driver and called Jermaine		
<b>Created By:</b>	Barbara Coffay	<b>Date Received:</b>	11/6/2020
<b>Completed By:</b>	Michael Pattinato	<b>Date Completed:</b>	11/7/2020
<b>Flushing Notice Type:</b>		<b>Created On:</b>	11/6/2020 6:45:00 AM (EST)
<b>SAP Notification #:</b>	321154878	<b>Supervisor Approved On:</b>	11/25/2020 10:15:00 AM (EST)
<b>SAP Work Order #:</b>	90915493	<b>Materials Approved On:</b>	12/1/2020 8:35:00 PM (EST)
<b>SAP Status:</b>	Created Goods Issue Successfully	<b>Material Planning Completed On:</b>	

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Part Number	Stock Location	SAP Stock Location	Description	Quantity
1405493	DSYD_Greentree	1400	VLV BX,TOP,SCRW,CI,USA,5 1/4X15H	3

1405529	DSYD_Greentree	1400	VLV BX,#6 BASE,ROUND,CI,USA,5 1/4	3
1405532	DSYD_Greentree	1400	VLV BX,MDL,SCRW,CI,USA,5 1/4X24H	3
1405653	DSYD_Greentree	1400	CPLG,TRANS,1BOLT,6	1
1405655	DSYD_Greentree	1400	CPLG,TRANS,1BOLT,10	2
1406361	DSYD_Greentree	1400	PIPE,DI,CL52,UNRJ,6	10
1406378	DSYD_Greentree	1400	PIPE,DI,CL52,UNRJ,10	6
1407152	DSYD_Greentree	1400	TEE,IMP,MJ,10X6	1
1407815	DSYD_Greentree	1400	CPLG,ANCHOR,IMP,MJ,6X13	1
1407985	DSYD_Greentree	1400	VLV,GATE,OL,NR,IMP,BRNZ,NUT,W/O ACC,MJ,6	1
1407987	DSYD_Greentree	1400	VLV,GATE,OL,NR,BRNZ,NUT,W/O ACC,MJ,10	2
1409358	DSYD_Greentree	1400	VLV BX,LID,DROP IN,CI,USA,5 1/4X1 1/2H	3
1410175	DSYD_Greentree	1400	PIPE,COPPER,TYPE L,60 ROLL,3/4	4
1411998	DSYD_Greentree	1400	CPLG,3PT UN,NL,CF,3/4	1
1412773	DSYD_Greentree	1400	CORP,BALL,NL,TAPERXCF,3/4	1

Doc ID: 4903646456  
 Work Order Approved By: Jason A Ciepley  
 Material Posting Date: 12/1/2020 12:00:00 AM  
 Stock Approved By: Jack Beal

Quantity (CY)	Storage Location
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Markout #	Markout Type	Date of Request	Ready Date	Expiration Date
<a href="#">20203110693</a>	C TO 15FT BHD C	11/6/2020 12:00:00 AM	11/6/2020 12:00:00 AM	11/7/2020 11:00:00 PM
<input type="button" value="Insert"/>	<input type="text" value="--Select Here--"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Cancel"/>				

[Create Markout Violation](#)

Date Of Violation Notice	Markout Violation Status	Markout Request Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

[Create Markout Damage](#)

Request Number	Damage On Date	Excavator	Utilites Damaged
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Is Traffic Control Required?  
 Number of Officers Required:

Current Notes: 11/06/2020 06:33:21 EST Barbara Coffay (COFFAYBL) Business Partner:1203359650 Customer Name:Dispatch Allegheny County 911 Svc Notification Notes:Allegheny County 911 called to report a water mainbreak at the intersection of Main Street and Sycamore Street in Munhall Boro. Police enroute. Not sure how bad. Please investigate is water bubbling up to the lawn:No is ground washing away:No is there buckling of pavement:No is the water causing a Freezing or safety hazard:Yes is water causing property damage:Yes Street:Main Street House Number or Cross Street:Sycamore Street City:MUNHALL State:PA County:ALLEGHENY 11/6 Barb frcc - assigned to crew Miudnight Driver and called Jermaine

[Create Traffic Control Ticket](#)

WorkStartDate	TotalHours	Number of Officers	Billing Party
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Type of Restoration	Paving Square Footage	Linear Feet Of Curb	Initial Date	Final Date	Response Priority	Assigned Contractor
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Est. TTC (hours)	Assigned On	Assigned For	Assigned To	Start Time	End Time	Employees On Crew
3.50	11/6/2020 6:46 AM (EST)	11/6/2020 12:00 AM (EST)	Midnight Driver	n/a	n/a	n/a
3.50	11/6/2020 10:10 AM (EST)	11/6/2020 12:00 AM (EST)	Sec 4 Crew 1	11/6/2020 10:39:00 AM (EST)	11/7/2020 12:21:00 AM (EST)	6

Total Man Hours: 78  
 Total Gallons Lost: 374 [Leakage Chart](#)  
 Distance From Cross Street (Feet):

Notes (EST): 11/06/2020 06:33:21 EST Barbara Coffay (COFFAYBL) Business Partner:1203359650 Customer Name:Dispatch Allegheny County 911 Svc Notification Notes:Allegheny County 911 called to report a water mainbreak at the intersection of Main Street and Sycamore Street in Munhall Boro. Police enroute. Not sure how bad. Please investigate is water bubbling up to the lawn:No is ground washing away:No is there buckling of pavement:No is the water causing a Freezing or safety hazard:Yes is water causing property damage:Yes Street:Main Street House Number or Cross Street:Sycamore Street City:MUNHALL State:PA County:ALLEGHENY 11/6 Barb frcc - assigned to crew Miudnight Driver and called Jermaine

Other Links:

WBS Charged: R24-11C1.20-P-0001  
 Accounting Type: Capital  
 Previously Approved By: Jason A Ciepley

Size	Existing Material	Footage Replaced	Replaced With	Main Condition	Failure Type	Depth (in.)	Soil Condition	Customers Affected	Shut Down Time (Hrs)	Disinfection Method	Flush Method	Chlorine Residual	Boil Alert Issued
10	Cast Iron	18	DICL	Fair	Split	60.00	Gravel	0	0.00	Chlorination	Hydrant	0.0	

Purchase Order (PO) Type							SAP Purchase Order (PO) #						
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View/Edit		Check List Date	Created By
<a href="#">View/Edit</a>		11/6/2020 12:00 AM (EST)	CHATMAJ
<a href="#">View/Edit</a>		11/7/2020 12:00 AM (EST)	PATTINMJ

Create Job Observation			
View	ObservationDate	Overall Safety Rating	Overall Quality Rating
<a href="#">View</a>	11/25/2020	Satisfactory	Satisfactory

View	File Name	Document Type	Created On (EST)	Created By
<a href="#">View</a>	A67A0115-1C09-4D03-AADD-7E356BA91EC9.jpeg	Pre-Job Safety Briefing	11/6/2020	Timothy J. Dittman
<a href="#">View</a>	566A416F-22C2-4D7C-91B5-B5F54B3B264B.jpeg	Pre-Job Safety Briefing	11/6/2020	Timothy J. Dittman
<a href="#">View</a>	CD08B91C-B896-4A95-AB04-8711243F8B03.jpeg	Pre-Job Safety Briefing	11/6/2020	Timothy J. Dittman

SAP Notifications



1412773 DSYD\_Greentree 1400 CORP.BALL,NL,TAPERXCF,3/4 1

Doc ID: 4903661824
Work Order Approved By: Shane R Rotolo
Material Posting Date: 12/23/2020 12:00:00 AM
Stock Approved By: Jack Beal

Quantity (CY) Storage Location

Table with columns: Markout #, Markout Type, Date of Request, Ready Date, Expiration Date. Includes dropdown menu and buttons.

Create Markout Violation. Fields: Date Of Violation Notice, Markout Violation Status, Markout Request Number.

Create Markout Damage. Fields: Request Number, Damage On Date, Excavator, Utilites Damaged.

Is Traffic Control Required? Number of Officers Required: 12/09/2020 08:38:55 EST Dominique Bailey (BAILEYD) Business Partner:1103483302 Customer Name:Joanne Hardy Svc Notification Notes:Water is frozen all in front of house - not sure where its come Contact Number4124614706 Is water bubbling up to the lawn:Yes Is ground washing away:No Is there buckling of pavement:No Is the water causing a Freezing or safety hazard:Yes Is water causing property damage:No Street:Hill St House Number or Cross Street:3317 City:HOMESTEAD State:PA County:ALLEGHENY 12/9 Barb frcc - assigned to crew Sec 4 Driver 1 and called Jeremy Enciso DITTMATJ 12/9/2020 6:20:43 PM: Found copper leaking
Create Traffic Control Ticket. Fields: WorkStartDate, TotalHours, Number of Officers, Billing Party.

Table with columns: Type of Restoration, Paving Square Footage, Linear Feet Of Curb, Initial Date, Final Date, Response Priority, Assigned Contractor.

Table with columns: Est. TTC (hours), Assigned On, Assigned For, Assigned To, Start Time, End Time, Employees On Crew. Data rows for 2.75 hours.

Total Man Hours: 16
Total Gallons Lost: 0 Leakage Chart
Distance From Cross Street (Feet): 0
Notes (EST): 12/09/2020 08:38:55 EST Dominique Bailey (BAILEYD) Business Partner:1103483302 Customer Name:Joanne Hardy Svc Notification Notes:Water is frozen all in front of house - not sure where its come Contact Number4124614706 Is water bubbling up to the lawn:Yes Is ground washing away:No Is there buckling of pavement:No Is the water causing a Freezing or safety hazard:Yes Is water causing property damage:No Street:Hill St House Number or Cross Street:3317 City:HOMESTEAD State:PA County:ALLEGHENY 12/9 Barb frcc - assigned to crew Sec 4 Driver 1 and called Jeremy Enciso DITTMATJ 12/9/2020 6:20:43 PM: Found copper leaking
Service Line Info
Compliance Data
Other Links: General, Finalization, Crew Assignments

WBS Charged: R24-11H1.20-P-0001
Accounting Type: Capital
Previously Approved By: Shane R Rotolo

Purchase Order (PO) Type SAP Purchase Order (PO) #

	Check List Date	Created By
<a href="#">View/Edit</a>	12/9/2020 10:34 AM (EST)	encisojj
<a href="#">View/Edit</a>	12/9/2020 1:32 PM (EST)	DITTMATJ

<a href="#">Create Job Observation</a>	ObservationDate	Overall Safety Rating	Overall Quality Rating

File Name	Document Type	Created On (EST)	Created By
There are no documents attached to this work order.			

SAP Notifications

Work Orders

Order Number: 1192958

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

<b>Order Number:</b>	1192958		
<b>Town:</b>	MUNHALL BOROUGH	<b>Town Section:</b>	
<b>Main Break Note:</b>			
<b>Street Number:</b>	132	<b>Street:</b>	E EUGENE AVE
<b>Apartment Addtl:</b>			
<b>Nearest Cross Street:</b>	HILL ST	<b>Zip Code:</b>	
<b>Asset Type:</b>	Main	<b>Main ID:</b>	...
<b>Requested By:</b>	Employee	<b>Data Collection:</b>	Device Location:
<b>Purpose:</b>	Equip Reliability	<b>Requesting Employee:</b>	Shane R Rotolo
<b>Description of Work:</b>	WATER MAIN BREAK REPLACE		<b>Installation:</b>
<b>Estimated Customer Impact:</b>	0-50	<b>Job Priority:</b>	Emergency
<b>Alert Issued?</b>	Yes	<b>Anticipated Repair Time:</b>	8-10
<b>PMAT Override:</b>		<b>Significant Traffic Impact:</b>	No
<b>WBS Charged:</b>	R24-11C1.23-P-0001	<b>Markout Requirement:</b>	Emergency
<b>Traffic Control Required?</b>		<b>Street Opening Permit Required?</b>	
<b>Digital As-Built Required?</b>	<input type="checkbox"/>	<b>Digital As-Built Completed?</b>	
<b>Notes:</b>	BABIRAA 7/12/2023 10:47:49 PM (EST) Replaced 6" MLL. Contractor needs to fix/replace catch basin and 13' of 12" terracotta drain pipe ASAP. Temporarily fixed		
<b>Created By:</b>	Shane R Rotolo	<b>Date Received:</b>	7/12/2023
<b>Completed By:</b>	Alex Babirad	<b>Date Completed:</b>	7/12/2023
<b>Flushing Notice Type:</b>	Standard Flushing Notice left	<b>Created On:</b>	7/12/2023 2:56:00 PM (EST)
<b>SAP Notification #:</b>	21129007	<b>Supervisor Approved On:</b>	7/13/2023 9:12:00 AM (EST)
<b>SAP Work Order #:</b>	91392342	<b>Materials Approved On:</b>	7/13/2023 9:47:00 AM (EST)
<b>SAP Status:</b>	Created Goods Issue Successfully		<b>Material Planning Completed On:</b>

Part Number	Stock Location	SAP Stock Location	Description	Quantity
1405653	DSYD_Greentree	1400	CPLG,TRANS,1BOLT,6	2
1406361	DSYD_Greentree	1400	PIPE,DI,CL52,UNRJ,6	6

Doc ID: 4905202931  
 Work Order Approved By: Shane R Rotolo  
 Material Posting Date: 7/13/2023 12:00:00 AM  
 Stock Approved By: Kevin Luzar

Quantity (CY)	Storage Location

Markout #	Markout Type	Date of Request	Ready Date	Expiration Date
<a href="#">20231933614</a>	C TO C	7/12/2023	7/12/2023 12:00:00 AM	7/13/2023 12:00:00 AM

12:00:00 AM

--Select Here--

Create Markout Violation

Date Of Violation Notice	Markout Violation Status	Markout Request Number
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Create Markout Damage

Request Number	Damage On Date	Excavator	Utilites Damaged
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Is Traffic Control Required?  
 Number of Officers Required:  
 Current Notes: **BABIRAA 7/12/2023 10:47:49 PM (EST) Replaced 6" MLL. Contractor needs to fix/replace catch basin and 13' of 12" terracotta drain pipe ASAP. Temporarily fixed**

Create Traffic Control Ticket

WorkStartDate	TotalHours	Number of Officers	Billing Party
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Type of Restoration	Paving Square Footage	Linear Feet Of Curb	Initial Date	Final Date	Response Priority	Assigned Contractor
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Est. TTC (hours)	Assigned On	Assigned For	Assigned To	Start Time	End Time	Employees On Crew
3.50	7/12/2023 2:58 PM (EST)	7/12/2023 12:00 AM (EST)	Aftern Crew 1	7/12/2023 5:38:00 PM (EST)	7/12/2023 11:29:00 PM (EST)	4

Total Man Hours: 20  
 Total Gallons Lost: 150000 [Leakage Chart](#)  
 Distance From Cross Street (Feet)  
 Notes (EST): **BABIRAA 7/12/2023 10:47:49 PM (EST) Replaced 6" MLL. Contractor needs to fix/replace catch basin and 13' of 12" terracotta drain pipe ASAP. Temporarily fixed**  
 Other Links:

WBS Charged: R24-11C1.23-P-0001  
 Accounting Type: Capital  
 Previously Approved By: Shane R Rotolo

Size	Existing Material	Footage Replaced	Replaced With	Main Condition	Failure Type	Depth (in.)	Soil Condition	Customers Affected	Shut Down Time (Hrs)	Disinfection Method	Flush Method	Chlorine Residual	Boil Alert Issued
6	Cast Iron	6	DICL	Fair	Split	39.00	Clay	1	7.00	Chlorination	Main	1.0	

Purchase Order (PO) Type	SAP Purchase Order (PO) #
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<a href="#">View/Edit</a>	7/12/2023 12:00 AM (EST)	Check List Date	BABIRAA	Created By
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Create Job Observation

ObservationDate	Overall Safety Rating	Overall Quality Rating
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	File Name	Document Type	Created On (EST)	Created By
<input type="button" value="View"/>	CE111ED9-8B48-49B6-B01D-A3361285F2FF.jpeg	Pre-Job Safety Briefing	7/12/2023	Alex Babirad
<input type="button" value="View"/>	816C8DEE-E798-4D90-80A7-2835D8070053.jpeg	Photos/Sketches	7/12/2023	Alex Babirad
<input type="button" value="View"/>	8D144800-F4E0-4103-9355-40293C48E4EF.jpeg	Photos/Sketches	7/12/2023	Alex Babirad
<input type="button" value="View"/>	4F9EAC14-AB0D-4C87-9BC9-494B60BF636A.jpeg	Photos/Sketches	7/12/2023	Alex Babirad
<input type="button" value="View"/>	7027C7A7-2A0D-4F18-9275-7044B6900D0D.jpeg	Photos/Sketches	7/12/2023	Alex Babirad
<input type="button" value="View"/>	34840C63-6BCA-4DA1-AC63-E4F545C55292.jpeg	Photos/Sketches	7/12/2023	Alex Babirad

SAP Notifications

Work Orders

Order Number: 1219108

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

<b>Order Number:</b>	1219108		
<b>Town:</b>	MUNHALL BOROUGH	<b>Town Section:</b>	
<b>Main Break Note:</b>			
<b>Street Number:</b>	131	<b>Street:</b>	E MILLER AVE
<b>Apartment Addtl:</b>			
<b>Nearest Cross Street:</b>	HILL ST	<b>Zip Code:</b>	
<b>Asset Type:</b>	Main	<b>Main ID:</b>	...
		<b>Data Collection:</b>	
		<b>Device Location:</b>	Equipment #: 30012230
		<b>Installation:</b>	
<b>Requested By:</b>	Employee	<b>Requesting Employee:</b>	Shane R Rotolo
<b>Purpose:</b>	Equip Reliability	<b>Job Priority:</b>	Emergency
<b>Description of Work:</b>	WATER MAIN BREAK REPLACE		
<b>Estimated Customer Impact</b>	51-100	<b>Anticipated Repair Time</b>	4-6
<b>Alert Issued?</b>	Yes	<b>Significant Traffic Impact</b>	No
<b>PMAT Override</b>		<b>Markout Requirement:</b>	None
<b>WBS Charged:</b>	R24-11C1.23-P-0001		
<b>Traffic Control Required?</b>		<b>Street Opening Permit Required?</b>	
<b>Digital As-Built Required?</b>	<input checked="" type="checkbox"/>	<b>Digital As-Built Completed?</b>	
<b>Notes:</b>			
<b>Created By:</b>	Shane R Rotolo	<b>Date Received:</b>	8/24/2023
<b>Completed By:</b>	Tyler Kraska	<b>Date Completed:</b>	8/24/2023
<b>Flushing Notice Type:</b>	Standard Flushing Notice left	<b>Created On:</b>	8/24/2023 11:51:00 AM (EST)
<b>SAP Notification #:</b>	21234175	<b>Supervisor Approved On:</b>	8/28/2023 9:16:00 AM (EST)
<b>SAP Work Order #:</b>	91415952	<b>Materials Approved On:</b>	8/28/2023 10:20:00 AM (EST)
<b>SAP Status:</b>	Created Goods Issue Successfully	<b>Material Planning Completed On:</b>	

Part Number	Stock Location	SAP Stock Location	Description	Quantity
1405653	DSYD_Greentree	1400	CPLG,TRANS,1BOLT,6	2
1406361	DSYD_Greentree	1400	PIPE,DI,CL52,UNRJ,6	6

Doc ID: 4905332125  
 Work Order Approved By: Shane R Rotolo  
 Material Posting Date: 8/28/2023 12:00:00 AM  
 Stock Approved By: Kevin Luzar

Quantity (CY)	Storage Location
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Markout #	Markout Type	Date of Request	Ready Date	Expiration Date
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Create Markout Violation

Date Of Violation Notice	Markout Violation Status	Markout Request Number
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Create Markout Damage

Request Number	Damage On Date	Excavator	Utilites Damaged
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Is Traffic Control Required?

Number of Officers Required:

Current Notes:

Create Traffic Control Ticket

WorkStartDate	TotalHours	Number of Officers	Billing Party
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Type of Restoration	Paving Square Footage	Linear Feet Of Curb	Initial Date	Final Date	Response Priority	Assigned Contractor
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Est. TTC (hours)	Assigned On	Assigned For	Assigned To	Start Time	End Time	Employees On Crew
3.50	8/24/2023 11:52 AM (EST)	8/24/2023 12:00 AM (EST)	Sec 5 Crew1	8/24/2023 12:10:00 PM (EST)	8/24/2023 7:39:00 PM (EST)	4

Total Man Hours: 28  
 Total Gallons Lost: 461 [Leakage Chart](#)  
 Distance From Cross Street (Feet) 20  
 Notes (EST):  
 Other Links: [General](#) [Finalization](#) [Crew Assignments](#)

WBS Charged: R24-11C1.23-P-0001  
 Accounting Type: Capital  
 Previously Approved By: Shane R Rotolo

Size	Existing Material	Footage Replaced	Replaced With	Main Condition	Failure Type	Depth (In.)	Soil Condition	Customers Affected	Shut Down Time (Hrs)	Disinfection Method	Flush Method	Chlorine Residual	Boil Alert Issued
6	Cast Iron	6	DICL	Fair	Pinhole	4.00	Clay	25	5.00	Chlorination	Hydrant	1.2	

Purchase Order (PO) Type	SAP Purchase Order (PO) #
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Check List Date	Created By
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<a href="#">View/Edit</a>	8/24/2023 12:00 AM (EST)	kraskat
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<a href="#">Create Job Observation</a>			
	<b>ObservationDate</b>	<b>Overall Safety Rating</b>	<b>Overall Quality Rating</b>
<a href="#">View</a>	8/28/2023	Satisfactory	Satisfactory

	File Name	Document Type	Created On (EST)	Created By
<a href="#">View</a>	IMG_0594.jpeg	Pre-Job Safety Briefing	8/24/2023	Tyler Kraska
<a href="#">View</a>	IMG_0595.jpeg	Photos/Sketches	8/24/2023	Tyler Kraska
<a href="#">View</a>	image.jpg	Photos/Sketches	8/24/2023	Tyler Kraska

SAP Notifications

Derian, Ronald      Account 210036459873

200 E Miller St

**No inbound calls from the Derians**

**2018**

Result List

Filter:					
Date	Channel	Description	Status	Created By	Transaction ID
07/30/2018	ISU System Gener...	AutoDial-1st Pty No Answer PM	Closed	PE0100_RFC	131338853
07/30/2018	ISU System Gener...	AutoDial-1st Pty No Answer AM	Closed	PE0100_RFC	131333710
07/30/2018	ISU System Gener...	AutoDial-1st Pty No Answer AM	Closed	PE0100_RFC	131204879
07/27/2018	ISU System Gener...	AutoDial-1st Pty No Answer PM	Closed	PE0100_RFC	131123366
07/27/2018	ISU System Gener...	AutoDial-1st Pty No Answer AM	Closed	PE0100_RFC	131112279
07/27/2018	ISU System Gener...	AutoDial-1st Pty No Answer AM	Closed	PE0100_RFC	130992443

**2019**

**02/27/2019** was the first contact of 2019 and was the company again trying to reach the customer about a termination notice

02/27/2019	ISU System Gener...	AutoDial-1st Pty No Answer PM	Closed	PE0100_RFC	153499111
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**June 2019** we again attempted to contact the customer in regard to a pending termination notice

06/25/2019	ISU System Gener...	AutoDial-1st Pty No Answer PM	Closed	PE0100_RFC	171468456
06/25/2019	ISU System Gener...	AutoDial-1st Pty No Answer AM	Closed	PE0100_RFC	171343627
06/24/2019	ISU System Gener...	AutoDial-1st Pty No Answer PM	Closed	PE0100_RFC	171265010
06/24/2019	ISU System Gener...	AutoDial-1st Pty No Answer AM	Closed	PE0100_RFC	171193424

**06/28/2019** – Customer contacted the company. Spoke with: Sheila Derian (spouse) Call Type: Inbound Phone: 4129693311 Payment Type: N/A Payment Amount: N/A Confirmation Number: N/A Notes: adv of total and past due bal Verified/Updated Heat Type: No Reviewed Notice: Yes Updated ATP: Yes ATP Category: Cat 1 New IP Created: Yes Catch up / Reconnect Amount Quoted: N/A Catch up / Reconnect Plan Created: Not Eligible Provided Dollar Energy Info: No Discussed Med Cert: No Customer has a Dispute: No Provided PUC info: No Satisfaction with Info Given: Satisfied "Have I Satisfied All of Your Concerns?": Satisfied Installment plan 507800243332 created: Cont. Act. 210036459873 - contract 3103141247 - total amt 269.64 USD.

**08/07/2019** – CodeRed notification sent to customer 08/07/2019 14:15:09 GENERAL Email:sam\_rjd@yahoo.com Disposition: Accepted by server Phone:4129693311 Disposition: DA Affected area: <http://to.be.determined.abc> Pennsylvania American Water crews will be making improvements to our system on Friday, August 9th, in your area, which will require temporary disruption of your water service. The following streets are effected: Valewood Drive, Timberwood Drive, Woodhill Drive, East Miller Avenue, Cedar Way, Hill Street, East Virginia Avenue, Victor Way, McWhinney Street, and Superior Street. Water service will be turned off at approximately 9:00 a.m. and could be interrupted for up to 9 hours. Pennsylvania American Water has stationed a water tanker at the following location: Steel Valley High School, 3113 Main Street in Munhall. Customers are asked to supply their own containers. When service is restored, customers may experience cloudy or discolored water. If your water is discolored, wait until it runs clear before using. This should typically take only a few minutes. For more information, and a map of the affected area log on to our website at [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com), and select Alert Notifications. Thank you for your patience while we make this improvement to better serve you.

**09/20/2019** CodeRed alert issued. 09/20/2019 14:37:18 EMERGENCY Email:sam\_rjd@yahoo.com Disposition: Accepted by server Phone:4129693311 Disposition: DA Affected area: <http://to.be.determined.abc> Pennsylvania American Water crews are working to restore service to affected areas as quickly as possible following a water main break this morning that is causing low pressure and water outages in your area. We currently do not have a timeline for restoration, but we will contact you again with an update when more information is available. In the meantime, the company has issued a precautionary boil water advisory for customers in your area due to low system pressure and low system storage. When service is restored, water should be boiled for a minimum of one minute before consumption and food preparation until further notice. For more information, including a list of water tanker locations, and a map of the affected area, log on to our website at

www.pennsylvaniaamwater.com, and select Alert Notifications, or contact Pennsylvania American Water at 1.800.565.7292, again that's 1.800.565.7292.

**10/03/2019** Dollar Energy granted this customer \$210 to avoid term.

**12/13/19** - 12/13/2019 14:52:29 RULISODC

Customer call was not related to dispute Note 12/13/2019 14:52 RULISODC Notice of Sheriff sale -  
adhoc letter sent and attached to premise.

### 01/2020 – Attempted contact due to nonpayment termination

01/08/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	198007250
01/08/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty No Answer AM</a>	Closed	PE0100_RFC	197844930
01/07/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty No Answer PM</a>	Closed	PE0100_RFC	197782038
01/07/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty No Answer AM</a>	Closed	PE0100_RFC	197625088

### 01/16/2020 – Customer accessed account through the Interactive voice response system

01/16/2020 10:49:32 SYS\_IVR

System retrieved account information upon confirmation of Contract Account.

### 02/2020 attempted contacts for pending termination

02/25/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	204665261
02/25/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	204598745
02/24/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	204536094
02/24/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	204437950

### 04/2020 attempted contact for pending termination

04/22/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	212664729
04/22/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty No Answer AM</a>	Closed	PE0100_RFC	212542560
04/21/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty No Answer PM</a>	Closed	PE0100_RFC	212483711
04/21/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty No Answer AM</a>	Closed	PE0100_RFC	212333895

### 06/2020 attempted contact for pending termination

06/29/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine PM</a>	Closed	PE0100_RFC	221889463
06/26/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	221614696
06/25/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	221471350
06/22/2020	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	220969766

### 11/06/2020

11/06/2020 16:14:22 EMERGENCY Email:sam\_rjd@yahoo.com Disposition: Accepted by server  
Phone:4129693311 Disposition: DL Affected area: <http://to.be.determined.abc> This is an urgent notification from Pennsylvania American Water. Our crews are making emergency repairs due to a Main Line Leak beginning at 11:15 a.m. in Munhall Borough. You reside in the affected area and may experience discolored or cloudy water, low water pressure, or no water along the following streets: Main Street, East James Street, Woodlawn Avenue, East Oliver Road, Hazel Road, Charles Street, Sycamore Drive, East Miller Avenue, and East Eugene Avenue. Repairs are expected to take 8 hours to complete. When water service is restored, customers may experience discolored water. If your water is discolored, run the cold water taps only, at the lowest level of the house for about 3 to 5 minutes until the water runs clear. You will not receive any further notification unless additional action is required, or conditions

change. If you are a landlord and water service is in your name, please inform your tenants so they are aware of this impact to their water service. In keeping with American Water's focus on safety for both customers and employees, please do not approach our crews while they work. For more information or to see a map of the affected area please go to [Pennsylvaniaamwater.com](http://Pennsylvaniaamwater.com) or call 1.800.565.7292. We apologize for any inconvenience and appreciate your patience and understanding as we work to resolve the issue.

### **11/19/2020**

11/19/2020 18:57:27 EMERGENCY Email:sam\_rjd@yahoo.com Disposition: Accepted by server Phone:4129693311 Disposition: DL Affected area: <http://to.be.determined.abc> This is an urgent notification from Pennsylvania American Water. Our crews are making emergency repairs due to a MAIN LINE LEAK beginning at 1:00 p.m. in Munhall Borough. You reside in the affected area and may experience discolored or cloudy water, low water pressure, or no water along the following streets: McWhinney Street, Hill Street, and Highland Avenue. Repairs are expected to take 8 hours to complete. When water service is restored, customers may experience discolored water. If your water is discolored, run the cold water taps only, at the lowest level of the house for about 3 to 5 minutes until the water runs clear. You will not receive any further notification unless additional action is required, or conditions change. If you are a landlord and water service is in your name, please inform your tenants so they are aware of this impact to their water service. In keeping with American Water's focus on safety for both customers and employees, please do not approach our crews while they work. For more information or to see a map of the affected area please go to [Pennsylvaniaamwater.com](http://Pennsylvaniaamwater.com) or call 1.800.565.7292. We apologize for any inconvenience and appreciate your patience and understanding as we work to resolve the issue.

### **12/09/2020**

12/09/20 21:44:44 EMERGENCY Email:sam\_rjd@yahoo.com Disposition: Accepted by server Phone:4129693311 Disposition: DL Affected area: <http://to.be.determined.abc> This is an urgent notification from Pennsylvania American Water. Our crews are making emergency repairs due to a 6 Inch Main Line Leak beginning at 4:30 P M Wednesday, December 09, 2020 in Munhall Borough on EAST EUGENE AVENUE,HILL STREET, REBECCA STREET, CEDAR WAY, EAST MILLER AVENUE, VICTOR WAY, EAST VIRGINIA AVENUE. You reside in the affected area and may experience discolored or cloudy water, low water pressure, or no water. Repairs are expected to take approximately until 12:00 A M Thursday, December 10, 2020 to complete. When water service is restored, customers may experience discolored water. If your water is discolored, run the cold water taps only, at the lowest level of the house for about 3 to 5 minutes until the water runs clear. You will not receive any further notification unless additional action is required or conditions change. If you are a landlord and water service is in your name, please inform your tenants so they are aware of this impact to their water service. In keeping with American Water's focus on safety for both customers and employees, please do not approach our crews while they work. For more information or to see a map of the affected area please go to [Pennsylvaniaamwater.com](http://Pennsylvaniaamwater.com) or call 1.800.565.7292. We apologize for any inconvenience and appreciate your patience and understanding as we work to resolve the issue.

**2021**

**02/06/2021**

02/06/2021 17:16:43 GENERAL Email:sam\_rjd@yahoo.com Disposition: Accepted by server Affected area: <http://to.be.determined.abc> Pennsylvania Western Areas With extremely cold weather in the forecast, Pennsylvania American Water reminds customers to take necessary measures to prevent frozen household pipes. Protect your home by wrapping exposed pipes with insulation and eliminate sources of cold air near any waterlines. We also recommend allowing a small trickle of water to run overnight to keep pipes from freezing. The cost of the water is minimal compared to repairing the damage from bursting pipes. Know the location of your main water shut-off valve. If a pipe freezes or bursts, shut the water off immediately. Do not attempt to thaw frozen pipes unless the water is shut off. To thaw pipes, apply heat from a hair dryer, space heater, or hot water. DO NOT USE a torch or open flame. For more tips on preventing frozen pipes, visit pennsylvaniaamwater.com, Click on Water Information, and Wise Water Use.

**04/09/2021**

4/09/2021

19:44:12 GENERAL Email:sam\_rjd@yahoo.com Disposition: Accepted by server Affected area: <http://to.be.determined.abc> This is a courtesy message from Pennsylvania American Water about the utility assistance available to our communities and neighbors. If you or someone you know needs help paying their Pennsylvania American Water bill due to COVID-19 or other circumstances, there are programs available to assist. Our H2O Help to Others program offers hardship grants and bill discounts for income-eligible customers, along with payment arrangements to help you pay off the balance of your bill over time. If you are a renter or landlord, you may also qualify for financial assistance through the Emergency Rental Assistance Program available through your county. For more information about these programs, visit <https://www.amwater.com/paaw/customer-service-billing/COVID-19-Response/covid-19-assistance>.

**05/24/2021** attempted contact for pending termination

05/24/2021	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	265211121
05/24/2021	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	265291888

**05/24/2021** Customer enrolled in the discount program

AGENCY VERIFIED|3103141247|20210524|99991231

**05/25/2021**

05/25/2021 12:24:39 SAXMANM

Customer call was not related to dispute Note 05/25/2021 12:24 SAXMANM Called Customer regarding eligibility for a free Water-Conservation-Kit as a part of the PAW H2O Program. Customer did not pick-up. Left Message for Cust to call me back at 717-550-1591.

**05/28/2021** Customer accessed account through the Interactive voice response system

01/16/2020 10:49:32 SYS\_IVR

System retrieved account information upon confirmation of Contract Account.

**05/28/2021 Note**

05/28/2021 14:12:27 REIDE

inbound sheila derian wife 4129693311 issue called to set i p resolution updated apt cat 1 paid upfront 10.00 552485811 set cat 1 ip satisfied Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? – No

**06/15/2021**

06/15/2021 12:58:16 EMERGENCY Email:castanight@gmail.com Disposition: Accepted by server Phone:4129693311 Disposition: DL Affected area: <http://to.be.determined.abc> This is an urgent notification from Pennsylvania American Water. Our crews are making emergency repairs due to a 6 Inch Main Line Leak beginning at 9:00 A M Tuesday, June 15, 2021 in Munhall Borough on Hill Street. You reside in the affected area and may experience discolored or cloudy water, low water pressure, or no water. Repairs are expected to take approximately until 5:00 P M to complete. When water service is restored, customers may experience discolored water. If your water is discolored, run the cold water taps only, at the lowest level of the house for about 3 to 5 minutes until the water runs clear. You will not receive any further notification unless additional action is required or conditions change. If you are a landlord and water service is in your name, please inform your tenants so they are aware of this impact to their water service. In keeping with American Water’s focus on safety for both customers and employees, please do not approach our crews while they work. For more information or to see a map of the affected area please go to Pennsylvaniaamwater.com or call 1.800.565.7292. We apologize for any inconvenience and appreciate your patience and understanding as we work to resolve the issue. N/A

**12/2021 attempted contact for pending termination**

12/07/2021	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine PM</a>	Closed	PE0100_RFC	292018710
12/07/2021	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	291949077
12/06/2021	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine PM</a>	Closed	PE0100_RFC	291895111
12/06/2021	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	291814800

**01/2022 attempted contact for pending termination**

01/25/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	299024798
01/25/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	298837953
01/24/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	298771902
01/24/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	298603564

**2022**

**01/28/2022** Customer accessed account through the Interactive voice response system

01/28/2022 16:27:32 SYS\_IVR

System retrieved account information upon confirmation of Contract Account.

**01/28/2022**

01/28/2022 16:54:43 SHELTOD

Customer call was not related to dispute Customer survey info captured Note 01/28/2022 16:54:43 SHELTOD Lock of type Dunning reason Payment Extension valid 01/28/2022 - 02/03/2022 for Contract Account 210036459873 created Added lock Dunning from 01/28/2022 to 02/03/2022 Spoke with: Ronald Derian Call Type: Inbound Phone: 4129693311 Payment Type: N/A Payment Amount: N/A Confirmation Number: N/A Notes: Full 753.51 Past 105.40 PAY THIS AMOUNT \$125.58 PRIOR TO 01/31/2022 PAY THIS AMOUNT \$702.39 ON OR AFTER 01/31/2022 Customer wants to know if she can get an extension till the 3rd. advised customer that as a ONE TIME COURTEYS i will give her an extension. Service Order Issued: N/A Type of Order Issued: N/A Verified/Updated Heat Type: No Reviewed Notice: No Updated ATP: No ATP Category: RATP New IP Created: Not Eligible Catch up / Reconnect Amount Quoted: N/A Catch up / Reconnect Plan Created: Not Eligible Provided Dollar Energy Info: No Discussed Med Cert: Not Eligible Customer has a Dispute: No Provided PUC info: No Satisfaction with Info Given: Satisfied "Have I Satisfied All of Your Concerns?": Satisfied

**01/31/2022** Customer accessed account through the Interactive voice response system

01/31/2022 15:18:27 SYS\_IVR System retrieved account information upon confirmation of Contract Account.

**01/31/2022** attempted contact for pending termination

01/31/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Hung Up on Hold PM</a>	Closed	PE0100_RFC	299827207
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**03/22/2022** attempted contact for pending termination

03/23/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine PM</a>	Closed	PE0100_RFC	307451939
03/23/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	307364162
03/22/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty No Longer in Service</a>	Closed	PE0100_RFC	307283702
03/22/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	307187641

**03/22/2022**

03/25/2022 15:41:00 TWITTYK

Customer call was not related to dispute Customer survey info captured Note 03/25/2022  
15:41:00 TWITTYK

Customer is due for disconnection on 3/28 for 87.40 also provided the dollar energy number for customer

**03/28/2022** Dollar Energy Pledge Information

Note 03/28/2022 11:36:47 SAXMANM

DEF Granted: \$154 Pledge: 118527

**04/05/2022**

04/05/2022 15:34:30 SCOTTK2 Inbound/Outbound call:IN Name/Relationship: Sheila Derian  
Address:200 E Miller St Homestead, PA 15120 Phone:(412) 969-3311 Email: [sam\\_rjd@yahoo.com](mailto:sam_rjd@yahoo.com)  
Balance on account:- 0.39 Verified/Updated heat type:N/A Reviewed Notice:N/A Updated ATP:N/A  
Category:N/A New IP Created:N/A Catch-Up/Reconnect Amount Quoted: N/A Catch-Up/Reconnect Plan  
Created:N/A Provided Help Agency Info:N/A Discussed Med Cert:N/A Customer Dispute:N/A Provided  
PUC Info:N/A Issue: called in and stated that she has a leak from a main break that is leaking in the right  
side of her home Resolution:Created EMR Service Order: 523468582 Satisfied?: Y Does the customer  
have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? – No

**05/12/2022**

5/12/2022 15:03:00 KINGA4 Is the issue inside or outside?: outside Is the issue causing  
damage?:yes Service Order Number :000523737583 Notification Number :000324716668 Business  
Partner : 1103354746 Customer Name: Ronald Derian, Type of Emergency : Leak at Property/Meter Svc  
Notification Notes : Customer indicated no concerns on Covid-19 Health Screening Questions. Cust  
states that she has been dealing with thi situation for a while. Cust is adamant that this water is due to  
the work that was broken, and is broken again. Contact Number : 4129693311 Is the issue inside or  
outside?:outside Is the issue causing damage?:yes Premise Address : 200 E Miller St , Homestead, PA  
15120 Premise Id : 9240527457

**05/12/2022**

BPEM Case 1049201328 of type CS - Local District Support Follow up has been created. Ronald  
Derian/210036459873 200 E Miller St Homestead, PA 15120 Email: [sam\\_rjd@yahoo.com](mailto:sam_rjd@yahoo.com) Primary  
Phone: (412) 969-3311 Issue: Cust is calling to find out about water tht is still coming into her home.

**05/12/2022**

5/12/2022 15:10:16 KINGA4  
Ronald Derian/210036459873 200 E Miller St Homestead, PA 15120 Email: [sam\\_rjd@yahoo.com](mailto:sam_rjd@yahoo.com)  
Primary Phone: (412) 969-3311 Issue: Cust is calling to find out about water tht is still coming into her  
home. Resolution: Created EMR SO and submitted LOD BPEM. Ronald Derian/210036459873 200 E  
Miller St Homestead, PA 15120 Email: [sam\\_rjd@yahoo.com](mailto:sam_rjd@yahoo.com) Primary Phone: (412) 969-3311 Issue: Cust  
is calling to find out about water tht is still coming into her home. Resolution: Created EMR SO and  
submitted LOD BPEM. Business lock applied successfully BPEM Case 1049201444 of type PA State  
Customer Advocacy has been created. Ronald Derian/210036459873 200 E Miller St Homestead, PA  
15120 Email: [sam\\_rjd@yahoo.com](mailto:sam_rjd@yahoo.com) Primary Phone: (412) 969-3311 Issue: Cust is calling to find out  
about water tht is still coming into her home. Resolution: Created EMR SO and submitted LOD BPEM.  
Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor  
email or call back? – Yes

**05/13/2022** Supervisor reviewed bpem  
05/13/2022 15:24 Robert Gruber  
Sent screen shot of BPEM to Shane Rotolo and Jack Beal in Distribution.

**05/26/2022** PA Advocacy reviewed bpem and noted the following.  
C46 - CS - State Customer Advocacy – LODS 05/26/2022 15:58 Kalen OBrian Per PA Advocacy review of LODS BPEM case #1049201626 no action required by customer advocacy as email was received from Shane Rotolo that stated, "We have the job schedule next week, the customer is aware of what is going on." Closed case

**06/23/2022**  
06/23/2022 14:56:45 WEAVERM1  
Inbound/Outbound call: in 210036459873 Name/Relationship: Ronald Derian - sheila wife Address: 200 E Miller St Homestead, PA 15120 Phone: (412) 969-3311 Email: [sam\\_rjd@yahoo.com](mailto:sam_rjd@yahoo.com) Balance on account: \$160.79 Issue: bp needs ext while lihwap processes her Resolution: put ext on acct Satisfied?: y Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? – No

**07/2022** attempted contact for pending termination

07/07/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	323637100
07/07/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	323504389
07/06/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	323388260
07/06/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Answering Machine AM</a>	Closed	PE0100_RFC	323252850

**07/27/2022** Customer accessed account through the Interactive voice response system  
07/27/2022 17:24:55 SYS IVR  
System retrieved account information upon confirmation of Contract Account.

**08/01/2022** Customer accessed account through the Interactive voice response system  
08/01/2022 18:58:18 SYS\_IVR  
System retrieved account information upon confirmation of Contract Account.

**08/01/2022**  
Customer call was related to dispute PA State Customer Advocacy BPEM Case generated: 1051646968  
Customer survey info captured Note 08/01/2022 15:13:34 GRIFFIM4 Sheila Derian (wife) 4129693311 called to follow up on restoration associated with LODS BPEM 1049201328. her home has been tested for acute mold due to this ongoing water leak issue and also the foundation of her home is shifting. She says there is a leak up the street that has been going on since 2/11/2020 and the run off has flooded her home a few times and causing health hazards, flooding and foundation issues. She has been in contact with Travelers insurance and the CEO Alan Schmitzer via email but they are no longer responding to her emails. BPEM shows Shane Rotolo and Jack Beal in Distribution were sent a screenshot on 5/13/2022 but she has not heard back. There were engineers for Munhall Boro and engineers/adjusters from Travelers that have inspected her home and she has not heard back. She would like a call and follow up on what actions we are taking . She wants to speak with a Sup and local office . Sup call back bpem 1051646945 sent and sup email per Ida Job aid . dispute. Previous Advocacy

bpems closed but still no resolution escalated to Sup per Bp request via BPem and sup email. BPEM Case 1051646945 of type "CS - Supervisor Call Back" was created and assigned to POOLED2 Restoration Follow up: LODS BPEM 1049201328: 4th call : 200 E Miller St , Homestead , PA: acct # 210036459873 SheilaDerian (wife) 4129693311 called to follow up on restoration associated with LODS BPEM 1049201328. her home has been tested for acute mold due to this ongoing water leak issue and also the foundation of her home is shifting. She says there is a leak up the street that has been going on since 2/11/2020 and the run off has flooded her home a few times and causing health hazards, flooding and foundation issues. She has been in contact with Travelers insurance and the CEO Alan Schmitzer via email but they are no longer responding to her emails. BPEM shows Shane Rotolo and Jack Beal in Distribution were sent a screenshot on 5/13/2022 but she has not heard back. There were engineers for Munhall Boro and engineers/adjusters from Travelers that have inspected her home and she has not heard back. She would like a call and follow up on what actions we are taking . She wants to speak with a Sup and local office. Sup email sent as well

### **08/02/2022**

08/02/2022 16:21 John Mcmenamin

Shelia is very upset that Travelers has not paid a dime yet and she still has water running down into her basement which she states is full of mold and now the foundation of the homes has moved and they can not open some windows and the screens are buckling. She states their has been over 200,000.00 dollars worth of damage done to her home since the leak started a couple of years ago. Please contact her as she has all the dates and times of everyone she has talked to and states she is getting the run around from Travelers due to information that was given to them from us. Customer is not satisfied.

### **08/10/2022**

FQW2816. This is being handled by Travelers. I sent a request to the Rep to give her a call. If she calls back, please provide her with Travelers Rep info: Rose M. Oravec | Claim Professional | General Liability Travelers W: 412-338-3149 F: 1-866-704-2713

### **08/11/2022**

08/11/2022 15:19:09 OBRIANK BPEM Case 1051933716 of type "CS - State Customer Advocacy" was created and assigned to Per PA Advocacy review of AW Loss Control BPEM case #1051686009 no action required by customer advocacy as claim has been submitted to travelers. Closed case.

### **08/24/2022**

Note 08/24/2022 11:16 MCMENAJ PA customer advocacy review of bpem 1051647711. Specialist Brandy Hill followed-up with adjuster on insurance claim. Closed case.

**09/12/2022** Note 09/12/2022 10:22:17 PE0100\_RFC 09/12/2022 14:10:00 EMERGENCY Phone:+14129693311 Disposition: left\_message Affected area: <http://to.be.determined.abc> Hello! This is an urgent notification from Pennsylvania American Water. Our crews are making emergency repairs due to a Main Line Leak beginning at 11:00 A M Monday, September 12, 2022 in Munhall Borough. You

reside in the affected area and may experience discolored or cloudy water, low water pressure, or no water. Repairs are expected to take approximately until 9:00 P M to complete. When water service is restored, customers may experience discolored water. If your water is discolored, run the cold water taps only, at the lowest level of the house for about 3 to 5 minutes until the water runs clear. You will not receive any further notification unless additional action is required or conditions change. If you are a landlord and water service is in your name, please inform your tenants so they are aware of this impact to their water service. In keeping with American Water's focus on safety for both customers and employees, please do not approach our crews while they work. For more information or to see a map of the affected area please go to Pennsylvania a m water.com and click on 'Alerts'. You may also call 1.800.565.7292 for more information. Once again, for more information please go to Pennsylvania a m water.com or call 1.800.565.7292. We apologize for any inconvenience and appreciate your patience and understanding as we work to resolve the issue.

**09/13/2022** Note

09/13/2022 13:07:02 PE0100\_RFC 09/13/2022 16:55:00 EMERGENCY  
Phone:+14129693311 Disposition: left\_message Affected area: <http://to.be.determined.abc> Hello! This is an urgent notification from Pennsylvania American Water. Our crews are making emergency repairs due to a Main Line Leak beginning at 12:45 P M Tuesday, September 13, 2022 in Munhall Borough. You reside in the affected area and may experience discolored or cloudy water, low water pressure, or no water. Repairs are expected to take approximately until 8:00 P M to complete. When water service is restored, customers may experience discolored water. If your water is discolored, run the cold water taps only, at the lowest level of the house for about 3 to 5 minutes until the water runs clear. You will not receive any further notification unless additional action is required or conditions change. If you are a landlord and water service is in your name, please inform your tenants so they are aware of this impact to their water service. In keeping with American Water's focus on safety for both customers and employees, please do not approach our crews while they work. For more information or to see a map of the affected area please go to Pennsylvania a m water.com and click on 'Alerts'. You may also call 1.800.565.7292 for more information. Once again, for more information please go to Pennsylvania a m water.com or call 1.800.565.7292. We apologize for any inconvenience and appreciate your patience and understanding as we work to resolve the issue.

**09/23/2022** CustoeMr accessed account throught the interactive voice response system

9/23/2022 15:23:44 SYS\_IVR System retrieved account information upon confirmation of Contract Account.

**09/23/2022**

BPEM Case 1053495918 of type CS - AW Loss Control has been created. Name :Ronald Derian Email address:sam\_rjd@yahoo.com Phone number:(412) 969-3311 Preferred contact method flag:Phone Flag for the Damage Option picked from the UI:Property (Car, House, etc) Damage Date and time :September 23rd, 2022 03:31 PM Damage description: Premise Address :200 E Miller St Homestead PA

**09/28/2022**

09/28/2022 14:32:00 MOSSA BPEM Case 1053658510 of type CS - Local District Support Follow up has been created. Name :Ronald Derian Email address:sam\_rjd@yahoo.com Phone number:(412) 969-3311 Preferred contact method flag:Phone Flag for the Damage Option picked from

the UI: Damage Date and time :September 23rd, 2022 12:56 PM Damage description : Premise Address :200 E Miller St Homestead PA

**09/29/2022**

09/29/2022 11:19:09 COLEMAC3

Customer Advocacy received an e-mail from Laura of the External Affairs department requesting the customer be contacted after they left a voicemail message. Call returned to Sheila Derian at 412-969-3311, there was no answer and a message was left with my direct call back info along with the Customer Advocacy line number. Per review of the account, the customer has an AW Loss claim that was submitted to Travelers. Once customer returns the call, I will follow-up accordingly. \*\*\*

From: Laura E Martin [Laura.Martin@amwater.com](mailto:Laura.Martin@amwater.com) Sent: Thursday, September 29, 2022 10:06 AM To: PAW - Customer Advocacy/AWWSC [PAW-Customer-Advocacy@amwater.com](mailto:PAW-Customer-Advocacy@amwater.com) Subject: Customer Sheila Derian requesting contact - Case #1053495918 Importance: High I received a voice mail from a customer named Sheila Derian at 412-969-3311. She called about an "issue" that has been going for a year and a half (she did not provide details about the issue); however, she said that it was supposed to be resolved by 9/28 and cited case number 1053495918. I'm not sure if this is an internal case number or a PUC complaint case number. Can someone please contact her today? Please let me know. Thank you.

**09/29/2022** 09/29/2022 14:09:53 COLEMAC3

Customer returned call to Advocacy and is extremely upset about the inactivity and unresponsiveness from Travelers. Customer stated a great deal of problems they are and have experienced due to water issue that's causing damage to their foundation as well as mold issues. Customer stated that they would prefer to communicate via e-mail and I provided her with the Advocacy e-mail address and advised that the e-mail will be forwarded to the correct department that will be able to assist her.

**09/29/2022** 09/29/2022 15:39:06 COLEMAC3

Customer sent an e-mail with updated information that they would like to be given to their Travelers claim adjuster. Customer is also requesting an update on their claim. Customer advised that the information would be sent to AW Loss for them to forward to Travelers.

**10/01/2022** Local Supervisor noted account

10/01/2022 09:24 Robert Gruber Sent screen shot of BPDM and S/O comments about complaint to Shane Rotolo and Jack Beal in Distribution.

**10/19/2022**

10/19/2022 14:42 Frank Blough submitted under claim A2F5487

**10/21/2022**

10/21/2022 14:46:21 COLEMAC3

BPDM Case 1054648209 of type "CS - State Customer Advocacy" was created and assigned to Per Advocacy review of AW Loss Control BPDM case #1053495918, claim has been submitted to Travelers. No action required by Customer Advocacy, closing case.

**10/21/2022** Note

10/21/2022 14:46:58 COLEMAC3

ZC46 - CS - State Customer Advocacy-AW Loss 10/21/2022 14:45 Carol Coleman Per Advocacy review of AW Loss Control BPEM case #1053495918, claim has been submitted to Travelers. No action required by Customer Advocacy, closing case

**10/31/2022** Attempted Contact for pending termination

11/01/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	341535525
11/01/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	341435784
10/31/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	341339313
10/31/2022	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	341227967

## 2023

### 01/31/2023 Attempted contact for pending termination

01/31/2023	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	355334572
01/31/2023	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	355162363
02/01/2023	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	355623561
02/01/2023	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	355435806

### 04/21/2023 Attempted contact for pending termination

04/21/2023	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	370137714
04/21/2023	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	370080393

### 07/12/2023 Note

07/12/2023 17:11:19 PE0100\_RFC 07/12/2023 21:00:00 EMERGENCY

Email:sam\_rjd@yahoo.com Disposition: email\_sent Affected area: <http://to.be.determined.abc> This is an urgent notification from Pennsylvania American Water. Our crews are making emergency repairs due to a main break beginning at 5 P.M. in Munhall. You reside in the affected area and may experience discolored or cloudy water, low water pressure, or no water. Repairs are expected to take approximately 7 hours to complete. When water service is restored, customers may experience discolored water. If your water is discolored, run the cold water taps only, at the lowest level of the house for about 3 to 5 minutes until the water runs clear. You will not receive any further notification unless additional action is required or conditions change. If you are a landlord and water service is in your name, please inform your tenants so they are aware of this impact to their water service. In keeping with American Water's focus on safety for both customers and employees, please do not approach our crews while they work. For more information or to see a map of the affected area please go to [Pennsylvaniaamwater.com](http://Pennsylvaniaamwater.com) and click on 'Alerts'. We apologize for any inconvenience and appreciate your patience and understanding as we work to resolve the issue. Esto es un aviso importante sobre su servicio de agua y/o alcantarilla. Para asistencia en Español, por favor llame Pennsylvania American Water al 1-800-565-7292.

### 07/12/2023 Note

07/12/2023 17:30:59 PE0100\_RFC

07/12/2023 21:00:00 EMERGENCY SMS:+14129693311 Disposition: sms\_handset\_ack Affected area: <http://to.be.determined.abc> PAAmWater: Main Break Emergency repair: Water outage / discoloration possible your area. Estimated repair time 7 hours. Updates / more info at [Pennsylvaniaamwater.com](http://Pennsylvaniaamwater.com)

### 08/2023 Attempted contact for pending termination

08/23/2023	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	396658390
08/23/2023	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	396540558
08/22/2023	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	396343948
08/22/2023	ISU System Gener...	<a href="#">AutoDial-1st Pty Non Right Party Contact</a>	Closed	PE0100_RFC	396201439

**08/25/2023** Interactive voice response system used to access account

Note 08/25/2023 16:07:36 SYS\_IVR

System retrieved account information upon confirmation of Contract Account.

**08/25/2023** Note 08/25/2023 16:28:17 ADAMSV

Inbound/ Sheila Deerian Email:◆sam\_rjd@yahoo.com Primary Phone:◆(412) 969-3311 Notes: called in regards to payment extension 9/30- Customer not eligible for extension at this time offered IP declined and states will make a payment on 9/28 of 144.75 Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? – No

**08/28/2023** Interactive voice response system used to access account

Note 08/28/2023 15:44:02 SYS\_IVR

System retrieved account information upon confirmation of Contract Account.

**08/28/2023** Note

08/28/2023 16:01:37 ABRAMSJK

Sheila, wife checking her balance \$53.73. She said when she check our system it said she had a credit \$91.02, making it look as if the payment posted twice. I advised she was ok. I only saw one payment in Paymentus. When you look in SAP it shows that double payment but that is just how our system works; satisfied Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? – No

**11/01/2023** Note

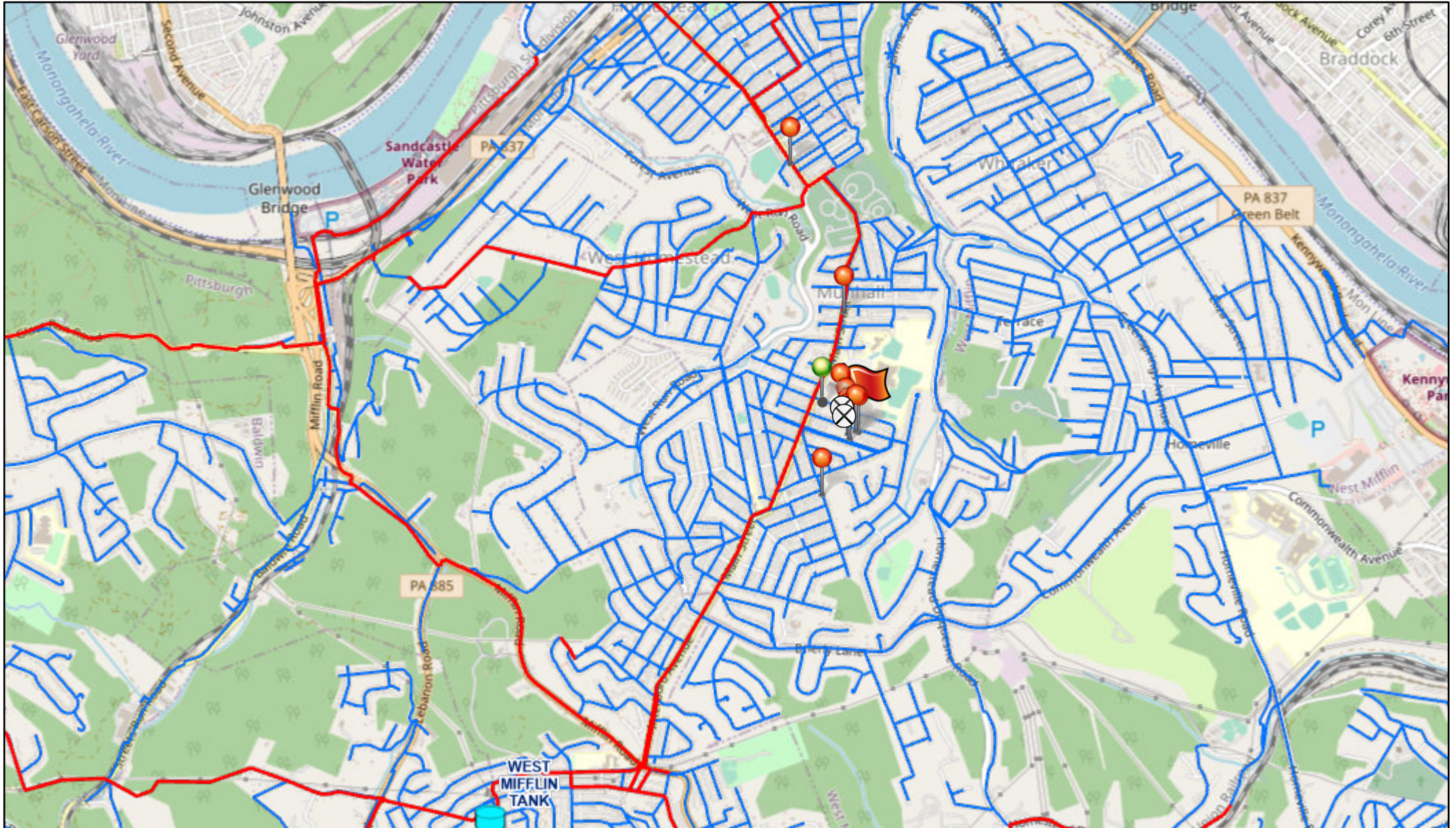
11/01/2023 13:50:33 PE0100\_RFC

11/01/2023 17:00:00 GENERAL Email:sam\_rjd@yahoo.com Disposition: email\_sent




Phone:+14129693311 Disposition: machine\_disconnected Affected area: <http://to.be.determined.abc>

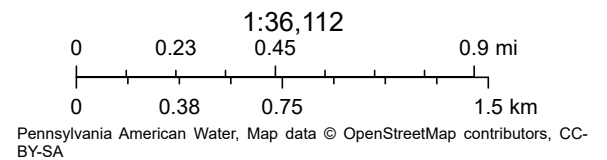
Hello! This is an important notification from Pennsylvania American Water. We will be in your area beginning next week to assess the type of material our customers' water service lines are made of. Water service lines connect our water main to your home or property and can be made of copper, plastic, galvanized steel or lead. If you have already responded to our service line material survey, thank you for your response. If you have not responded, we may contact you or come to your door. If we do, please help us by answering a few questions about your water service line. All Pennsylvania American Water representatives will carry official company photo I.D. badges and wear logoed, high visibility vests. Your assistance is very important in helping us meet the goal of identifying and replacing lead service lines. If you are a landlord, please forward this information to your tenants. For more information, visit [Pennsylvaniaamwater.com](http://Pennsylvaniaamwater.com) or call our project contractor Greeley and Hansen at 877-201-7926.





11/15/2023, 1:16:03 PM

-  Smaller Mains
-  12" and Larger
-  Tank



Order Comments:

Leak at Customer Premise  
04/05/2022 15:32:31 EST (SCOTTK2)

Business Partner : 1103354746  
Customer Name: Sheila Derian ,

Type of Emergency : Leak at Property/Meter

Svc Notification Notes : Customer indicated no concerns on Covid-19Health Screening Questions.

BP called and stated that she has a leak coming into her home from underground that is caused by a main break on Hill street. She stated that because of this leak the foundation of her home has moved

Contact Number : 4129693311

Is the issue inside or outside?:inside

Is the issue causing damage?:yes

Premise Address : 200 E Miller St , Homestead, PA 15120

Premise Id : 9240527457

[Chatmaj] [2022-04-05 17:54:55 EDT]

Premise:

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

Meter:

- N088678913 - Register 01 - RF/MIU - 1830595814

- N088678913 - Register 01 - Collection Type - Neptune - RF - AMR

- N088678913 - Register 01 - Collection Type has Changed to - No ReadObtained

Field:

- Customer Side Service line Material - No

- Service Found - I01 ON at Curb Stop

- Service Left - I01 ON at Curb Stop

- Operated Control Point - C02 (No)

- N088678913 Meter Activities - Unable to Obtain Meter Read

Completion:

- Status - Complete

- Miscellaneous/Review Comments -

Homeowner foundation is shifting she stated that it's from the mainlineleak a couple months ago on hill street which runs along the side of herhouse. Engineers have been there already but she thinks the mainline onhill street is leaking again under ground.I did not see any activerunning water at the time but it is raining.

Order Comments:

Leak at Customer Premise  
05/12/2022 15:02:58 EST (KINGA4)

Business Partner : 1103354746  
Customer Name: Ronald Derian,

Type of Emergency : Leak at Property/Meter

Svc Notification Notes : Customer indicated no concerns on Covid-19Health Screening Questions.

Cust states that she has been dealing with thi situation for a while.Cust is adamant that this water is due to the work that was broken, and is broken again.

Contact Number : 4129693311

Is the issue inside or outside?:outside

Is the issue causing damage?:yes

Premise Address : 200 E Miller St , Homestead, PA 15120

Premise Id : 9240527457

[bolandjc] [2022-05-12 18:26:00 EDT]

Premise:

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

Meter:

- N088678913 - Register 01 - RF/MIU - 1830595814

- N088678913 - Register 01 - Collection Type - Neptune - RF - AMR

- N088678913 - Register 01 - Collection Type has Changed to - No ReadObtained

Field:

- Customer Side Service line Material - No

- Service Found - I01 ON at Curb Stop

- Service Left - I01 ON at Curb Stop

- Operated Control Point - C01 (Yes)

- N088678913 Meter Activities - Checked Leak at Curb/Street

- Leak Inspection - Company Issue

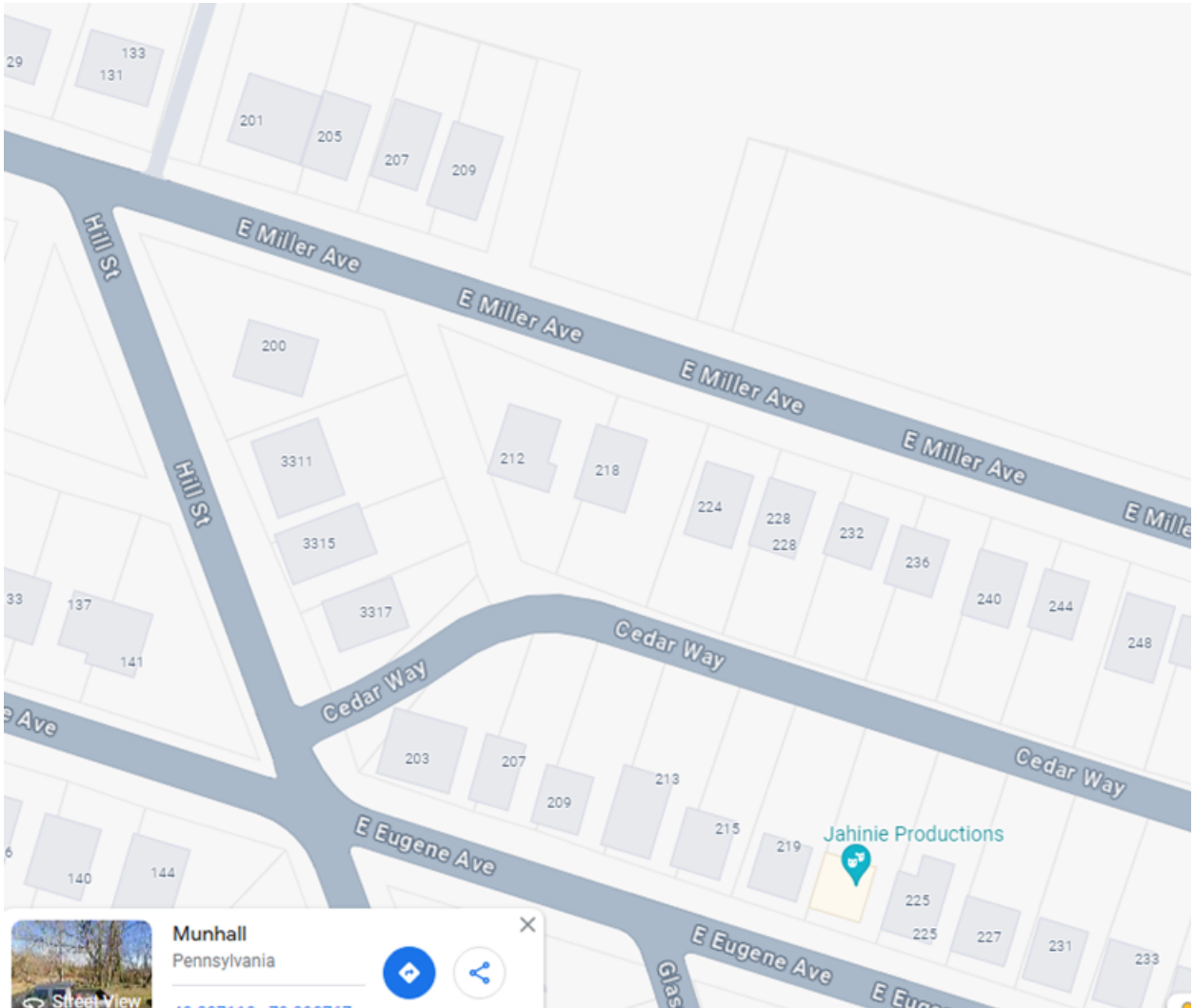
- Follow Up - Leak on company side

- Purpose - Customer (COMPLAINT/REQUEST)

Completion:

- Status - Complete

- Miscellaneous/Review Comments -



1. 3311 Hill St. Water has been off since 2016.

Service Or...	Mat Code	Description	User Status 1	User Status 2	Start Date	End Date	Notification...	SO Fee	SO Fee W...	Created By	Created On	Completion...	Completion...	Cancellato...	FSR Name
508779718	HWH	Hot Water ...	Field Comp...	Successfull...	09/24/2016	10/24/2016	309217091	0.00		SARACIE1	09/23/2016	09/28/2016	13.46	00.00	Brian Mann
507075262	DNP	Turn Off NP	Field Comp...	Successfull...	03/09/2016	03/21/2016	307447860	0.00		WF-BATCH	03/08/2016	03/09/2016	08.56	00.00	Bruno Scullii
507035176	PST	Post Prope...	Field Comp...	Successfull...	03/03/2016	03/07/2016	307406510	0.00		UC4ECCCS	03/02/2016	03/03/2016	09.52	00.00	Bruno Scullii
506999320	PST	Post Prope...	Field Comp...	Successfull...	02/27/2016	03/02/2016	307369270	0.00		UC4ECCCS	02/26/2016	02/29/2016	14.27	00.00	Bruno Scullii
505866518	PST	Post Prope...	Cancel	Payment R...	09/30/2015	10/02/2015	306192928	0.00		UC4ECCCS	09/29/2015		00.00	09/29/2015	14.31

2. 212 E. Miller St is the next house going down E. Miller St. and we have not had any service orders at this property since we moved to SAP in 2013.

3. 218 E. Miller St. is the next house down the street past 212 E. Miller St. The only service order we've had there is for a meter change in 2019.

4. 201 E. Miller St. is directly across the street from 200 E. Miller. The only service order history for this account is 9 PST orders for non payment dating back to 2018.
5. 205 E. Miller St. is also directly across the street from 200 E. Miller. There are 4 Move In/Move Out type orders associated with this account dating back to 2018. There was 1 order of investigation of running water in the basement on 8.26.20. Those comments are below.

Mat Code:	CKM	Description
Order Status:	TECO	Priority
Appt Start Time:	08:00	Appt End Time

**Order Comments:**

Check Meter, Verify Serial #, Read  
 Kirk Gaudio / owner customer states water is flowing in the basement and sum pump will not shut off customer needthe water tested see is chlorine is in it states can go through gargage and go to basement  
 Check Meter, Verify Serial #, Read  
 [reidlg] [2020-08-26 13:10:24 EDT]  
 Premise:  
 - Meter Location - Inside, Front Left Side, Garage  
 - Reading Device Location - Outside, Front Left Side, Garage

**Meter:**  
 - 92910528 Device Location - RF# 1834503462  
 [servetz] [05/25/2016 02:37 PM]  
 - 92910528 - Register 01 - RF/MIU - 1834503462  
 - 92910528 - Register 01 - Collection Type - AMR Neptune  
 - 92910528 - Register 01 - Collection Type has Changed to - No ReadObtained

**Field:**  
 - Service Found - I01 On at Curb Stop  
 - Customer Side Service line Material - No  
 - Service Left - I01 ON at Curb Stop  
 - Operated Control Point - C02 (No)  
 - 92910528 Meter Activities - Unable to Obtain Meter Read  
 - Sounded service - no noise

**Completion:**  
 - Status - Complete  
 - Miscellaneous/Review Comments -  
 Sounded service and found no leaks. Customer is ok with visit.

6. 207 E. Miller is also across the street. There was 1 meter change completed on 3.28.19 and 1 Emergency service order completed on 6.7.23 for a valve leaking inside the home. The curb box needed repaired and that order was completed on 6.16.23. Order comments below.

Mat Code:	EMR	Description:	Customer Emergency
Order Status:	TECO	Priority:	1: Emergency 1-2 Hrs
Appt Start Time:	00:00	Appt End Time:	00:00

Order Comments:

Leak at Customer Premise  
06/07/2023 08:48:57 EST (GRIGGKL)

Business Partner : 1103354861  
Customer Name: Patricia/spouse,

Type of Emergency : Leak at Property/Meter  
Svc Notification Notes : has leak at inside valve and plumber enroute

Contact Number : 4124626837  
Is the issue inside or outside?:inside  
Is the issue causing damage?:no

Premise Address : 207 E Miller St , Homestead, PA 15120  
Premise Id : 9240527478 Spoke to Jesse Sheaffer and dropped to his book(JF) 8:52 AM [sheaffj] [06/07/2023 10:52 am]

\*\*\*\*Premise\*\*\*\*:  
- FSR Name : [sheaffj] [06/07/2023 10:51 am]

- Meter Location : Inside Front Right, Garage  
- Reading Location : , Garage  
- Reading Location changed to : Inside Front Right, Garage  
- Secure Access : Not Secure  
- Heat Type : Unknown

\*\*\*Meter\*\*\*  
-#Meter# : 00000000064229789  
- MIU1# - 00000001552256440  
Read Captured: No Read Obtained

\*\*\*\*Activity\*\*\*\*:  
- Found Service FSR Selected : I01 ON at Curb Stop  
- Left Service FSR Selected : I01 ON at Curb Stop  
- Point of Control Operated FSR Selected : C01 (Yes)  
- Activities performed for Meter Maintain to : 00000000064229789 :Unable to Turn Water off/on

\*\*\*\*Inspection\*\*\*\*:  
- Service Line Material : None  
- Customer Side Leak : None

\*\*\*\*Complete\*\*\*\*:  
- Service Order was : COMP  
- Notes Captured by FSR : Curb box needs replaced

7. 209 E. Miller St. is the last house that is directly across the street from 200 E. Miller St. The only service orders related to this account are for Zero Usage on the meter and Postings for non access to the property. These all date back to 2020.
8. 3315 Hill St. has 1 meter change service order and 4 orders pertaining to move in/move out activity. There's also one DNP order on this account that was cancelled. This is the only activity dating back to 2018.
9. 3317 Hill St. is the last house on Hill in somewhat close vicinity to 200 E. Miller and there is no service order activity on this account since 2016.



**Leak Sample Analysis Report**  
**PAWC - South West/Pittsburgh District**

\*\*\*Note: Fluoride, Orthophosphate, Chlorine and pH analysis performed on leak samples does not definitively determine whether the leak sample is PAWC water. It is only to be used as an additional tool by our field operations department to determine whether additional investigation is need. In addition, keep in mind that interferences exist with all methods used in our laboratory and can result in inaccurate levels. The field operations staff makes the final decision based on the laboratory results.

Location	Collection Date & Time	Sample Collector
200 E MILLER ST <sup>HOMESTEAD</sup> 15120-3228	MAY 13 2022 9:45AM	MATTHEW FINN
Lab Analyst	Test Ran Date & Time	Results Sent (Where & When)
		SHANE R. ROTOLO SHANE.ROTOLO@amwater.com (412) 508-6422
Lab Test	Results	Comments (raining, location description, etc...)
Fluoride (mg/L):	0.15	Where was the sample taken (yard, hillside, road, ect) IN HOME
Orthophosphate (mg/L):	0.05	Was the water running or standing? RUNNING
Chlorine Residual (mg/L):	—	Was there a lot of water? YES
pH:	7.38	Was the sample dirty? NO
Chloride mg/L:	100+	Weather conditions the day of DRY
TTHM's (ppb):	—	Weather conditions 24 hours prior DRY

Please check the appropriate box/boxes:

- Unlikely PAWC water
- Possibly PAWC water, further investigation needed
- Possible interference, further investigation needed
- Re-sample
- Leak Found

(rain, snow, ice melting can interfere with results) NO

Is the water damaging anything? YES BASEMENT WALL IS BOWING

Did you sound around? VMMHL - SIS HAS NOISE ON IT

Who called in the complaint? CUSTOMER

How many times have we been to this area? ALOT

Laboratory: Hays Mine Lab  
Laboratory Supervisor: Ryan Hardgrove

Work Orders

Order Number: 951456

Initial Information | Map | **Materials** | Spoils | Markouts | Markout Violations | Markout Damages | Traffic Control | Restoration | Crew Assignments | Additional

Account | Main Break | **Purchase Orders (PO)** | Job Site Check Lists | Job Observations | Documents

<b>Order Number:</b>	951456		
<b>Town:</b>	MUNHALL BOROUGH	<b>Town Section:</b>	
<b>Main Break Note:</b>			
<b>Street Number:</b>	0	<b>Street:</b>	HILL ST
<b>Apartment Addtl:</b>			
<b>Nearest Cross Street:</b>	E MILLER AVE	<b>Zip Code:</b>	
<b>Asset Type:</b>	Main	<b>Main ID:</b>	...
		<b>Data Collection:</b>	
		<b>Device Location:</b>	Equipment #: Installation:
<b>Requested By:</b>	Employee	<b>Requesting Employee:</b>	Shane R Rotolo
<b>Purpose:</b>	Equip Reliability	<b>Job Priority:</b>	Routine
<b>Description of Work:</b>	WATER MAIN BREAK REPLACE		
<b>Estimated Customer Impact</b>	0-50	<b>Anticipated Repair Time</b>	4-6
<b>Alert Issued?</b>	Yes	<b>Significant Traffic Impact</b>	No
<b>PMAT Override</b>		<b>Markout Requirement:</b>	Routine
<b>WBS Charged:</b>	R24-11C1.22-P-0001	<b>Street Opening Permit Required?</b>	
<b>Traffic Control Required?</b>		<b>Digital As-Built Required?</b>	
<b>Notes:</b>	DITTMATJ 6/7/2022 7:37:47 AM (EST): Did not find leak ROTOLOS 6/7/2022 9:26:10 AM (EST): installed sounding point		
<b>Created By:</b>	Shane R Rotolo	<b>Date Received:</b>	6/6/2022
<b>Completed By:</b>	Timothy J. Dittman	<b>Date Completed:</b>	6/7/2022
<b>Flushing Notice Type:</b>	Standard Flushing Notice left	<b>Created On:</b>	6/6/2022 7:28:00 AM (EST)
<b>SAP Notification #:</b>	20099491	<b>Supervisor Approved On:</b>	6/9/2022 9:36:00 AM (EST)
<b>SAP Work Order #:</b>	91166523	<b>Materials Approved On:</b>	6/17/2022 12:59:00 PM (EST)
<b>SAP Status:</b>	Created Goods Issue Successfully		
	<b>Material Planning Completed On:</b>		

Part Number	Stock Location	SAP Stock Location	Description	Quantity
1410063	DSYD_Greentree	1400	CURB BX,CMPL,C1,SL 36-48H,USA,1	1

Doc ID: 4904220473  
 Work Order Approved By: Shane R Rotolo  
 Material Posting Date: 6/17/2022 12:00:00 AM  
 Stock Approved By: Scott A Peterman

Quantity (CY)	Storage Location

Markout #	Markout Type	Date of Request	Ready Date	Expiration Date
<a href="#">20221400655</a>	C TO C	5/20/2022 12:00:00 AM	5/25/2022 12:00:00 AM	6/6/2022 11:00:00 PM

--Select Here--

Create Markout Violation

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Date Of Violation Notice</b>	<b>Markout Violation Status</b>	<b>Markout Request Number</b>	

Create Markout Damage

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Request Number</b>	<b>Damage On Date</b>	<b>Excavator</b>	<b>Utilites Damaged</b>

Is Traffic Control Required?  
 Number of Officers Required:  
 Current Notes: DITTMATJ 6/7/2022 7:37:47 AM (EST): Did not find leak  
 ROTOLOS 6/7/2022 9:26:10 AM (EST): installed sounding point

Create Traffic Control Ticket

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>WorkStartDate</b>	<b>TotalHours</b>	<b>Number of Officers</b>	<b>Billing Party</b>	

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Type of Restoration</b>	<b>Paving Square Footage</b>	<b>Linear Feet Of Curb</b>	<b>Initial Date</b>	<b>Final Date</b>	<b>Response Priority</b>	<b>Assigned Contractor</b>	

Est. TTC (hours)	Assigned On	Assigned For	Assigned To	Start Time	End Time	Employees On Crew
3.50	6/6/2022 7:31 AM (EST)	6/6/2022 12:00 AM (EST)	Sec 5 Crew1	6/6/2022 9:17:00 AM (EST)	6/7/2022 7:36:00 AM (EST)	4

Total Man Hours: 88  
 Total Gallons Lost: 0 [Leakage Chart](#)  
 Distance From Cross Street (Feet) 0  
 Notes (EST): DITTMATJ 6/7/2022 7:37:47 AM (EST): Did not find leak  
 ROTOLOS 6/7/2022 9:26:10 AM (EST): installed sounding point  
 Other Links:

WBS Charged: R24-11C1.22-P-0001  
 Accounting Type: Capital  
 Previously Approved By: Shane R Rotolo

Size	Existing Material	Footage Replaced	Replaced With	Main Condition	Failure Type	Depth (in.)	Soil Condition	Customers Affected	Shut Down Time (Hrs)	Disinfection Method	Flush Method	Chlorine Residual	Boil Alert Issued
6	Cast Iron	0	Cast Iron	Poor	Pinhole	6.00	Rocky	3	0.00	Chlorination	Main	0.3	

<input type="text"/>	<input type="text"/>
<b>Purchase Order (PO) Type</b>	<b>SAP Purchase Order (PO) #</b>

<input type="button" value="View/Edit"/>	<input type="text"/>	<input type="text"/>
	6/6/2022 12:00 AM (EST)	DITTMATJ
	<b>Check List Date</b>	<b>Created By</b>

Create Job Observation

<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>ObservationDate</b>	<b>Overall Safety Rating</b>	<b>Overall Quality Rating</b>

<input type="button" value="View"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	D74C7835-4A29-4A54-B62E-B082DE00F115.jpeg	Pre-Job Safety Briefing	6/6/2022	Timothy J. Dittman
	<b>File Name</b>	<b>Document Type</b>	<b>Created On (EST)</b>	<b>Created By</b>