

DATE OF DEPOSIT

OCT 21 2024

Docket # C2024-305-1312

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

1. My Aqua account was established in 2010 and have always remained in good standing with paying my bills. My property is located on 41 West Shore Drive, Paupacken Lake Estates, Lake Ariel. This is a small dwelling of one bedroom and one bathroom with no heat other than a wood fireplace. Which is the reason of having to winterize the cabin every winter. My routine for this is to shut down in late October or early November and reopen when temperatures reach above freezing. With that being said this cabin is hardly used other than a dozen or more of times during the Spring and Summer and my water bills have never been this high throughout the 30 years of owning this property. I'm having a very hard time believing that the readings on the meter is correct and the bill is higher than the house I live in full time.
2. I have a routine of closing an opening the cabin. I normally take the meter out and replace when I reopen the cabin this is to prevent pipes and meter from freezing and I never had any issues. Last year I forgot to remove the meter located in the underside of the dwelling and when I went to reopen the cabin, I noticed glass was cracked on the meter.
3. (FIRST VISIT FROM AQUA EMPLOYEE) I called Aqua to come to my address an appointment was made and when he arrived, the employee from Aqua evaluated the situation and he did agree meter was broken and he replaced the meter at no charge due to that fact the meter was dated and needed to be replaced with a new updated meter. My daughter Monessa and myself were present when he came to the property to change the meter out and installed it at the time of the visit. Now, which leads to our higher than ever water bills.
4. (SECOND VISIT FROM 2 AQUA EMPLOYEES) they arrived at the property and crawled underneath the cabin to assess the situation of my complaint and after a two or so hours they informed me that the sensor was bad with no other issues.
5. (THIRD VISIT FROM AQUA EMPLOYEE) determined the meter was giving a bad reading and stated that the 5<sup>th</sup> digit on meter was reading wrong. The employee went back to his vehicle to do something on his computer and informed me that wrong digit reading must be the reason for the higher water bills.
6. (FOURTH VISIT FROM AQUA EMPLOYEE) came to the property and said the readings are estimated readings which gives a higher reading for the five months of no one being at the property.
7. I made numerous calls in hopes of someone helping me and while this case was in appeal I was told to make small payments until this case was settled. Which is what I did and during the waiting time my bills were continuously going up and at times during that billing period the cabin was not being used.

8. My paper water bills were showing meter readings that was astronomical and I know that couldn't be correct. My fulltime living residence is much larger than the property located on 41 West Shore Drive and doesn't have meter reading as high as the ones I received from my cabin.
9. I am appalled that the attorney representing this case has accused me of tampering with the meter. I would never do such a thing and I only remove and replace the meter to prevent from freezing/cracking. The attorney is accusing me of tampering with the wire that is connected to the small meter box. He is stating that the wires were not connected and accused me of not having the ERT transmitter wire connected.
10. I have called numerous times to try to resolve this matter and not one Aqua employee that came to the property ever mentioned any of the accusations that this attorney is accusing me of. I'm sure if there was foul play with the transmitter wires or anything else it would have been noted and I would have been informed of this during the first visits to the property from the Aqua Employees.
11. I am an honest person who pays my bills on time with an A credit score. Please look back at the last 10 / 14 years and you will see that my bills were always paid and on time and never with any issues.
12. I met with all different Aqua employees and not one has accused me of tampering with the meter, each had a different explanation to why the higher bills were occurring.
13. The only thing I did was remove the meter from below the cabin before temperatures went below freezing. The reason for me removing this meter is that we don't have any heat, only wood fireplace.
14. I never had any problems up until the updated meter was put in by the Aqua employee during the month of March/April 2024. I would like to have this problem resolved as much as you. I would like a new meter to replace the one that is installed and hopefully this will show the true waster usage and readings.
15. Please note I will be removing the meter in the month of November. Again, to prevent meter from freezing.

Thank you,  
Rich Terzoni  
570 241 6117

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ROSEMARY CHIAVETTA, Esquire

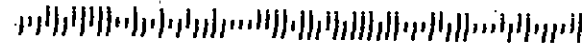
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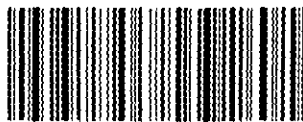
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