

C-2024-3051202

Complaint # (4013766)

This is in response to the answer and you matter of Aqua

I am Lorrie Morales. I received your letter on October 10, 2024. Here is my response.

They never gave me any notices for any shut offs except one time years ago I called the older man was sent out and turned the water on which was the first leak that ran the bill 1000 something dollars and the insurance was involved since then I have never gotten any notices

In August 2024, we turned the water on, and there was no water I called first they said it was a leak that the neighbors called not true. (Listen to the voice recording from when I called you.) then they said someone was coming and no one came so I called and was told that nobody was coming.

Then two men showed up my husband sees them from the front of the house, looking into the top of the backyard. He starts going towards them. They see him jump in the truck and leave while my husband is trying to flag them down. Then their Boss came to talk to my husband, no one was digging on August 26

We have no idea how they say. My husband told them he broke something because on the contrary, he told them when he went to fix the pipe he saw that that curb thing was broken, (not broken by him.)

Every time (carlos) my husband fixed the pipe I would call myself and they come out and tell him that it was OK to cover it then they will go on about our grass, our steps, the backyard, etc. (none of their business) the waterlines was their job not my backyard or my house.

I called several times about the issue with them, and I also called about the issues with the water leaks, but someone new always came on and would address other things never the issues that we were concerned about nobody send me letters. Nobody text me nobody email me. Nobody knocked on my door.

I am always here because I'm disabled and don't go anywhere .

So no one wanted to talk to me and explain the different things we are being accused of. I decided to call the commissioner that day. Aqua calls me while I'm on the line waiting for the commissioner. The girl was very professional for a change and explain to me in detail What they were saying about the issue. She even sent me copies in my email about the monthly bills, how I wasn't being charge for water just the lines and told me that I should call a plumber cause they want me to put a meter because my husband was straight pipping

I side what's that she said stealing this was the first time I ever heard of this so I was offended So I told her how when all he's done is fixed the pipe you told us was broken. she said idk I am only telling you what I see in the notes and i said ok ty hung up .

So I called the plumber and he said that they don't do that but he knows of a place in Selinsgrove PA. He gave me the number and I called him.

They gave me quote on two different lines. I almost died. He said I don't know what they want. Usually, they give you a letter of what they want exactly I've gotten several from them. I said no they haven't gave me anything. He said well I think it's the law and you can't do what they want you to do if you don't know what the specs are of What they want.

RCVD PUC SEC BUR
OCT 25 2024 AM 10:32

(I have the emails to prove it)

so I call Aqua again a lady comes on and she said she's gonna send me to the sales rep but then she realizes that I called PUC so then she said she can't help me so I called PUC they tell me they're closing the case that I can call Aqua and speak to them so once again, I call Aqua and once again they can't give me no information on what I need to do to try to fix this problem

So that's why I made a formal complain for you is easy to say you want this case denied but it's been a struggle for us. I've been put on meds for panic attacks, losing my hair from stress having too buy water with a little bit that I have

Can't sleep having to go to Family's house three times a week to wash clothes to make food in their house to bring over to mine for the week suffering migraines

if I knew that I would have to deal with these lies , I would have videotape them

Took pictures of everything they did while turning on the water

having a conversation criticizing my house my yard my life I would just have recorded it all .

Little did I know that the people that work for Aqua were gonna lie about a pipe leaking in my yard.

And I want to proceed with this case cause no one should be treated like this.

And the two workers that come here should be retrained .

Because they don't know how to do their job they should stick to their job and not criticize people when they come to their house .

Thank you,

Lorrie Morales

Lorrie Morales
10-16-24

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