

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
PAMELA J. ZELAYA, :
Complainant, : Docket No.:
vs. : F-2025-3053457
THE YORK WATER COMPANY, :
Respondent. :
-----*

Pages 1 through 57

TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Tuesday, June 3, 2025
Met, pursuant to notice, at 9:57 a.m.

BEFORE: THE HONORABLE MICHAEL MROCZKA
Special Agent

INDEX TO EXHIBITS
Docket No.: F-2025-3053457
Hearing Date: June 3, 2025

EXHIBITS INDEX

NUMBER		IN EVIDENCE
COMPLAINANT:		
A	(Complainant's bills)	25
B	(Documentation from builder about plumbing issues)	25
C	(Invoice from moving company)	25
D	(Information about builder's final water bill)	25
THE YORK WATER COMPANY:		
A	(Application for Water Service)	37
B	(Start service work order, June 18, 2024)	39
C	(Account summary)	46



3 17331-9846 0 0
The York Water Company
 130 EAST MARKET STREET
 YORK, PENNSYLVANIA 17405-7089
 PHONE 717-845-3601

0036236900797414001698915

010660



AUTO**SCH 5-DIGIT 17331 10660 T25:26 10660 1 AV 0.540
 PAMELA ZELAYA

ACCOUNT NUMBER:	[REDACTED]
PLEASE PAY:	\$1,698.91
DUE DATE:	09/24/2024

Service To:
 PAMELA ZELAYA



THE YORK WATER COMPANY
 PO BOX 3009
 LANCASTER, PA 17604-3009

Go Green! Go Paperless!
 Visit us at www.yorkwater.com for details

8192
 8192

Tear off this part and send it to us with your check-payable-to: THE YORK WATER COMPANY
 THE YORK WATER COMPANY

Meter size 5/8X3/4 Inch
Residential Repump Price list
Meter Reading Information

Billing Period
 07/24/2024 thru 08/26/2024

Company Read 126,700
 Prior Estimate 57,100
 Gallons Billed 69,600

Current Water Charge
 Customer Charge \$17.25
 69,600 GAL x .01021 \$710.62

Current Water Charge \$727.87

Current Sewer Charge
 West Manheim 1 EDU x 57.85 \$57.85
 3500 GAL x .007565 \$26.48
 3500 GAL x .010789 \$37.76
 62600 GAL x .013487 \$844.29

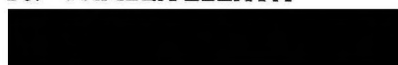
Current Sewer Charge \$966.38

Amount of Last Bill	\$119.54
You Paid-Thank You	\$119.54
Adjustment	\$0.00
Balance of Last Bill	\$0.00
Late Charge	\$0.00
Current Water Charge	\$727.87
DSIC	\$4.66
PA Surcharge	\$0.00
Current Sewer Charge	\$966.38
Total Amount Due	\$1,698.91

Approximate state tax included in this bill is \$15.50. No sales taxes are included.
 Thank you for paying your bill. Your prompt payments are greatly appreciated.



Service To: PAMELA ZELAYA



ACCOUNT NUMBER	[REDACTED]
DUE DATE	09/24/2024
PLEASE PAY	\$1,698.91



3 17331-9846 0 0
The York Water Company
 130 EAST MARKET STREET
 YORK, PENNSYLVANIA 17405-7089
 PHONE 717-845-3601

0036236900797414001885400

010551



AUTO**SCH 5-DIGIT 17331 10551 T25:27 10551 1 AV 0.540
 PAMELA ZELAYA

ACCOUNT NUMBER:	[REDACTED]
PLEASE PAY:	\$1,885.40
DUE DATE:	10/25/2024

Service To:
 PAMELA ZELAYA



THE YORK WATER COMPANY
 PO BOX 3009
 LANCASTER, PA 17604-3009

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6192
 6192

Keep this part for your record

Tear off this part and send it to us with your check-payable-to: THE YORK-WATER-COMPANY
 THE YORK WATER COMPANY

Meter size 5/8X3/4 Inch
Residential Repump Price list
Meter Reading Information

Billing Period
 08/26/2024 thru 09/24/2024

Company Read 132,500
 Prior Company Read 126,700
 Gallons Billed 5,800

Current Water Charge

Customer Charge \$17.25
 5,800 GAL x .01021 \$59.22

Current Water Charge \$76.47

Current Sewer Charge

West Manheim 1 EDU x 57.85 \$57.85
 3500 GAL x .007565 \$26.48
 2300 GAL x .010789 \$24.81

Current Sewer Charge \$109.14

Amount of Last Bill	\$1,698.91
Adjustment	\$0.00
Balance of Last Bill	\$1,698.91
Late Charge	\$0.00
Current Water Charge	\$76.47
DSIC	\$0.88
PA Surcharge	\$0.00
Current Sewer Charge	\$109.14
Total Amount Due	\$1,885.40

Approximate state tax included in this bill is \$1.63. No sales taxes are included.

The water portion of your bill increased by 1.14% (.0114). The increase will be used to replace our aging water distribution system. The charge, called DSIC, is a separate line on the bill.

Service To: PAMELA ZELAYA



ACCOUNT NUMBER	[REDACTED]
DUE DATE	10/25/2024
PLEASE PAY	\$1,885.40



3 17331-9846 0 0
The York Water Company

130 EAST MARKET STREET
YORK, PENNSYLVANIA 17405-7089
PHONE 717-845-3601

0036236900797414001697952

010713



AUTO**SCH 5-DIGIT 17331 10713 T27:29 10713 1 AV 0.540
PAMELA ZELAYA

ACCOUNT NUMBER:	[REDACTED]
PLEASE PAY:	\$1,697.95
DUE DATE:	11/25/2024

Service To:
PAMELA ZELAYA



THE YORK WATER COMPANY
PO BOX 3009
LANCASTER, PA 17604-3009

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8102

Tear off this part and send it to us with your check-payable-to: THE YORK-WATER-COMPANY
THE YORK WATER COMPANY

Keep this part for your record

**Meter size 5/8X3/4 Inch
Residential Repump Price list
Meter Reading Information**

Billing Period
09/24/2024 thru 10/25/2024

Company Read				133,800	
Prior Company Read				132,500	
Gallons Billed				1,300	
Current Water Charge					
Customer Charge				\$17.25	
	1,300	GAL	x	.01021	\$13.27
Current Water Charge				\$30.52	
Current Sewer Charge					
West Manheim	1	EDU	x	57.85	\$57.85
	1300	GAL	x	.007565	\$9.83
Current Sewer Charge				\$67.68	

Amount of Last Bill	\$1,885.40
You Paid-Thank You	\$286.00
Adjustment	\$0.00
Balance of Last Bill	\$1,599.40
Late Charge	\$0.00
Current Water Charge	\$30.52
DSIC	\$0.35
PA Surcharge	\$0.00
Current Sewer Charge	\$67.68
Total Amount Due	\$1,697.95

Approximate state tax included in this bill is \$0.65. No sales taxes are included.

Service To: PAMELA ZELAYA



ACCOUNT NUMBER	[REDACTED]
DUE DATE	11/25/2024
PLEASE PAY	\$1,697.95



98 17331-9846 0 0
The York Water Company
130 EAST MARKET STREET
YORK, PENNSYLVANIA 17405-7089
PHONE 717-845-3601

0036236900797414001611296

010545

ACCOUNT NUMBER:	[REDACTED]
PLEASE PAY:	\$1,611.29
DUE DATE:	12/23/2024

Service To:
PAMELA ZELAYA



AUTO**SCH 5-DIGIT 17331 10545 T25:27 10545 1 AV 0.540
PAMELA ZELAYA



THE YORK WATER COMPANY
PO BOX 3009
LANCASTER, PA 17604-3009

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Tear off this part and send it to us with your check-payable to: THE YORK-WATER-COMPANY

Keep this part for your record

THE YORK WATER COMPANY

Meter size 5/8X3/4 Inch
Residential Repump Price list
Meter Reading Information

Billing Period
10/25/2024 thru 11/22/2024

Company Read	135,200
Prior Company Read	133,800
Gallons Billed	1,400

Current Water Charge

Customer Charge				\$17.25
	1,400	GAL	x .01021	\$14.29

Current Water Charge \$31.54

Current Sewer Charge

West Manheim	1	EDU	x 57.85	\$57.85
	1400	GAL	x .007565	\$10.59

Current Sewer Charge \$68.44

Amount of Last Bill

You Paid-Thank You	\$187.00
Adjustment	\$0.00
Balance of Last Bill	\$1,510.95
Late Charge	\$0.00
Current Water Charge	\$31.54
DSIC	\$0.36
PA Surcharge	\$0.00
Current Sewer Charge	\$68.44
Total Amount Due	\$1,611.29

Approximate state tax included in this bill is \$0.67. No sales taxes are included.

This account has been marked for paperless billing. Bill notification was sent to pzelaya@me.com. For the first notice sent to this email address, you will also receive a paper bill as confirmation.

Service To: PAMELA ZELAYA



ACCOUNT NUMBER	[REDACTED]
DUE DATE	12/23/2024
PLEASE PAY	\$1,611.29



3 17331-9846 0 0
The York Water Company
 130 EAST MARKET STREET
 YORK, PENNSYLVANIA 17405-7089
 PHONE 717-845-3601

0036236900797414001719171

005178

ACCOUNT NUMBER:	[REDACTED]
PLEASE PAY:	\$1,719.17
DUE DATE:	01/24/2025

Service To:
 PAMELA ZELAYA



AUTO**SCH 5-DIGIT 17331 5178 T12:12 5178 1 AV 0.540
 PAMELA ZELAYA



THE YORK WATER COMPANY
 PO BOX 3009
 LANCASTER, PA 17604-3009

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Tear off this part and send it to us with your check-payable-to: THE YORK-WATER-COMPANY
 THE YORK WATER COMPANY

Keep this part for your record

**Meter size 5/8X3/4 Inch
 Residential Repump Price list
 Meter Reading Information**

Billing Period
 11/22/2024 thru 12/26/2024

Company Read 137,000
 Prior Company Read 135,200
 Gallons Billed 1,800

Current Water Charge
 Customer Charge \$17.25
 1,800 GAL x .01021 \$18.38

Current Water Charge \$35.63

Current Sewer Charge
 West Manheim 1 EDU x 57.85 \$57.85
 1800 GAL x .007565 \$13.62

Current Sewer Charge \$71.47

Amount of Last Bill	\$1,611.29
Adjustment	\$0.00
Balance of Last Bill	\$1,611.29
Late Charge	\$0.00
Current Water Charge	\$35.63
DSIC	\$0.78
PA Surcharge	\$0.00
Current Sewer Charge	\$71.47
Total Amount Due	\$1,719.17

Approximate state tax included in this bill is \$0.76. No sales taxes are included.

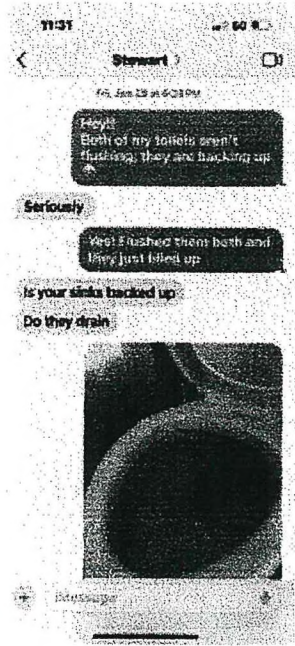
Service To: PAMELA ZELAYA

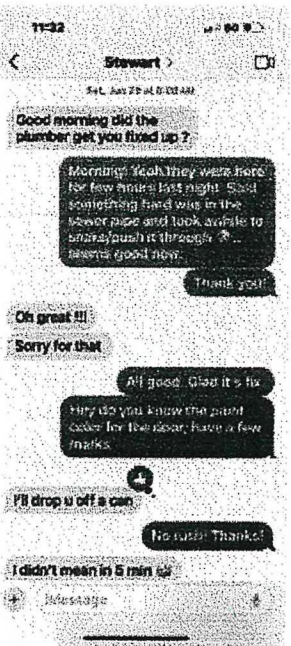
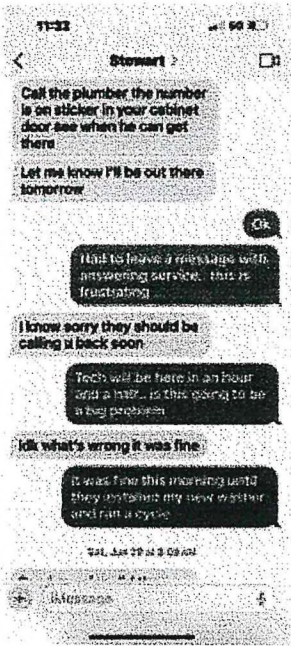


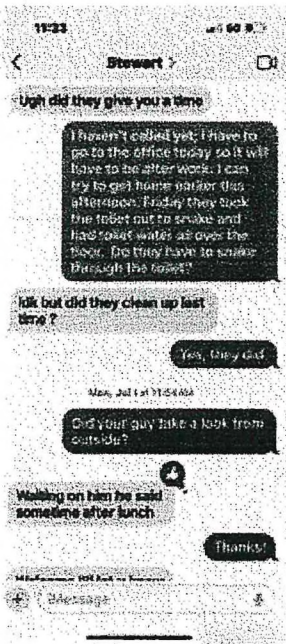
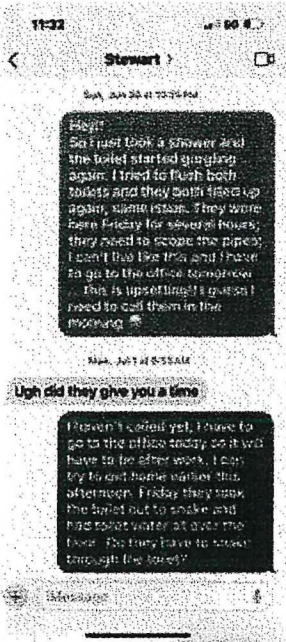
ACCOUNT NUMBER	
[REDACTED]	
DUE DATE	PLEASE PAY
01/24/2025	\$1,719.17

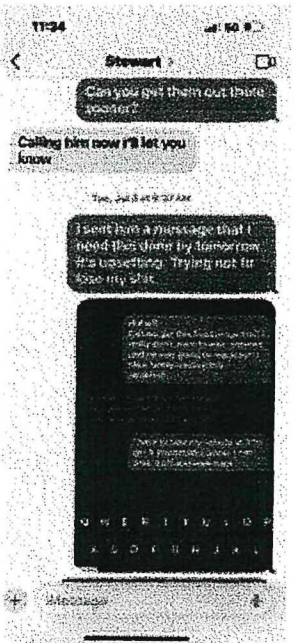
Pamela Zelaya

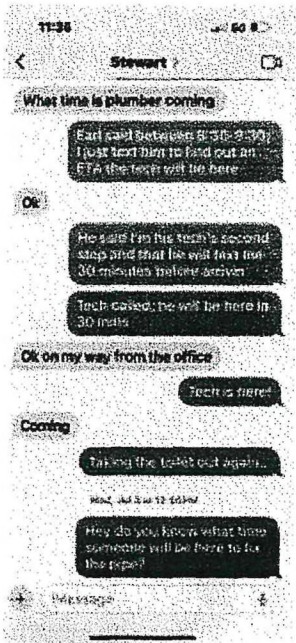
From: Pamela Zelaya <pzelaya@me.com>
Sent: Wednesday, February 5, 2025 12:03 PM
To: Pamela Zelaya











11:36 99%

Stewart

Business hasn't showed yet

Just talked to him they are coming if you have to leave they don't have to get in

Okay, thanks. I just want to make sure they are coming to be here for a bit working.

Wed, Jul 2 at 4:14 PM

Heard your good to go did they do a good job?

They did! Thank you so much, my fingers are crossed. Did they say what it was in the pipe?

Yes they never took the plug out of the pipe after the inspection no fingers crossed no need that's what the problem was I'm so sorry you had to deal with their incompetence your the best Ty

Message

11:37 99%

Stewart

They don't think thank you

Trust me I talked to Ben Lewis the owner that's totally unacceptable!

They seem well something that looks like a stopper with

Yes that was it at least it's over

I'm surprised it was raining at all

I think the first time they snaked it they punctured it allowing it to slowly drain

Just say

Thu, Jul 4 at 11:30 AM

Everything good?

Yup! Thank you!

Ok great! Happy 4th!

Message

11:38 Signal strength icon

Eric

Text Message + RCS
Fri, Jun 19 at 6:08 PM

Address: 501 Sherman Road
Riverside

Tue, Jul 2 at 8:28 AM

I'll call you back.

Tue, Jul 2 at 9:05 AM

Hi Eric!
Can we get this fixed tomorrow? I really don't want to wait. Stewart said he was going to show up but I have family visiting this weekend.

I haven't heard from him today, but yes we can do tomorrow morning between 8:30 and 9:30

I have to take my vehicle at 9 to get it inspected. I guess I can drop it off and walk back

Text Message + RCS

11:40 Signal strength icon

Eric

Kitchen sink has been making these noises all morning and I have nothing running. do we know about what time the Tech will be here. Stewart wants to be here at that time?

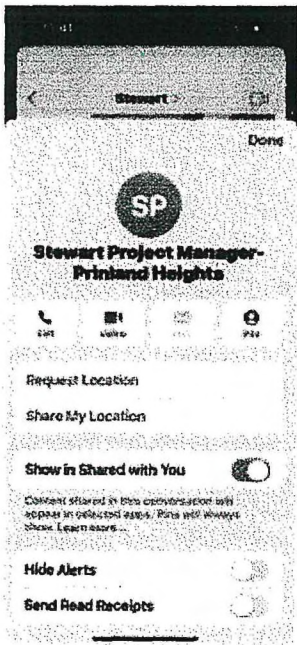
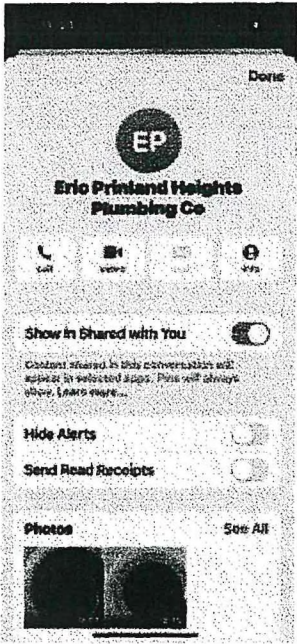
Kitchen sink has been making these noises all morning and I have nothing running. do we know about what time the Tech will be here. Stewart wants to be here at that time?

at his second stop, trying to give you time to get ur car inspection over, he is calling you when he is about 30 minutes out

Thank you!

ur welcome

Text Message + RCS



Sent from my iPhone

Sun, Jun 30 at 10:25 PM


Hey!!
So I just took a shower and the toilet started gurgling again. I tried to flush both toilets and they both filled up again; same issue. They were here Friday for several hours; they need to scope the pipes; I can't live like this and I have to go to the office tomorrow ... this is upsetting!! I guess I need to call them in the morning 😞

Mon, Jul 1 at 6:53 AM

Ugh did they give you a time

I haven't called yet; I have to go to the office today so it will have to be after work: I can try to get home earlier this afternoon. Friday they took the toilet out to snake and had toilet water all over the floor. Do they have to snake through the toilet?

Idk but did they clean up last



Heard your good to go did they do a good job ?

They did!! Thank you so much, my fingers are crossed. Did they say what it was in the pipe?

Yes they never took the plug out of the pipe after the inspection no fingers crossed no need that's what the problem was I'm so sorry you had to deal with their incompetence your the best Ty

Oh wow; how in the hell did they forget that. Thank you!!

Trust me I talked to Ben Lewis the

Pamela Zelaya

From: Pamela Zelaya <pzelaya@me.com>
Sent: Wednesday, May 28, 2025 3:41 PM
To: Pamela Zelaya
Subject: Fwd: Water Bill

Sent from my iPhone

Begin forwarded message:

From: Kelly Carr <kcarr@drbgroup.com>
Date: May 28, 2025 at 2:55:57 PM EDT
To: pzelaya@me.com
Subject: Water Bill

Good Afternoon,

Greta ask me to reach out to you about the water bill. We received a final water bill on 8/2/2024 in the amount of \$1,342.47

Corporate paid the bill. Check Date – 8/15/2024

Thank you

 **KELLY CARR**
Office Coordinator | Washington West
office: 240-420-6046 ext.2014
kcarr@drbgroup.com
10313 Arnett Dr, Ste 101, Hagerstown, MD 21740



This email may contain confidential and/or private information.
If you received this email in error, please delete and notify the sender.



Water Service Applications

([Back to All Applications \(applications.asp\)](#))

Date Submitted: 6/13/2024

Application Status

New

Customer Account Number

Note: After account has been set up, enter the *Customer Account Number*, and then change the *Application Status* to "Processed" and click the "Update" button. An email notification will then be sent to the customer alerting them that their account has been created.

Update

Effective Date

Effective Date for Water Service to Begin

June 18, 2024

Name & Contact Information

Type of Customer

Person

Email Address

pamela@me.com

First Name

Pamela

Phone Number

4435199314

Last Name

Zelaya

Work Phone

4109983600

SSN (last 4-digits)

8410

Fax Number

Property Information for Requested Water Service

Type of Property

Single Unit

Issued 3rd Party Card

No

Property Address

501 Benjamin Road

Class of Customer

Residential

City

Hanover

Water used in heating?

No

State

Pennsylvania

Zip Code

17331

Previously a Customer?

Were you previously a customer?

No

Your Mailing Address for the Monthly

Invoice

Mailing Address (where you prefer to receive your invoice for water service)

501 Benjamin Road

City

Hanover

State

Pennsylvania

Zip Code

17331

EXH. A

Customer is which of the following?
(RENTER, LANDLORD, or OWNER)

OWNER

Ratapayer and members of household are only occupants AND are not paying or receiving rent.

Enroll in the Timely Automatic Payment (TAP) System

With the TAP System you will continue to receive a monthly water statement. A copy of your water bill will arrive well before the payment is due. Then, if you have any questions, you will have sufficient time to contact us for clarification. We will print a message on your bill when you are enrolled. On the Due Date, we will deduct the Amount Due from your bank account.

Enroll in TAP System (Water Customers)?

No

Enroll in TAP System (Wastewater Customers)?

No

Paperless Billing

Save paper! Reduce clutter! Receive your water bill on-line with paperless billing!

Enroll in Paperless Billing?

Yes

Yes, I would like to sign up for Paperless Billing

Comments

I / We request water service to the property entered above.

I / we agree to pay and to use the water service according to the Rates, Rules and Regulations or Tariff of the Company, as filed with the Pennsylvania Public Utility Commission, which are now in effect or will become effective in the future. The York Water Company will approve this application when you pay, or make satisfactory arrangements to pay, any unpaid charges for services within the past four years.

Yes, I understand that York Water will also bill me for sewer services if I live in one of their sewer service areas

I'm not a robot

reCAPTCHA
Privacy - Terms

Please check the reCaptcha Box.

Update

Printed: 15-JUL-24

913176
APPOINTMENT
Released
HIGH

Work Order Type
Status
Priority
Activity Type
Municipality
Scheduled Start
Scheduled Completion
SR Creation Date
WO Creation Date

15-JUL-24 01:29 PM
15-JUL-24 01:29 PM
15-JUL-24
15-JUL-24

Asset Number
Asset Description
Asset Group
Owing Department
Area
Asset Activity
Accounting Class
Service Request
SR Created By
WO Created By

1393084
Dilmaris Diaz
Andy Halliwell

START READ
METER START READ FOR CUSTOMER BILLING
CUSTOMER SVC READ
METER READ

Work Order Description START READ PER PAMELA - USE READ 00546727 6.18.24 - DD

Plan Name YW_METER_READ_SR Plan Description METER READ DATA COLLECTION PLAN

Work Order 1427085 START READ

Township WEST MANHEIM TOWNSHIP

Asset Serial Number	START READ	Cust Name	PAMELA ZELAYA
Read Method		Cust Address	501 BENJAMIN RD,,
C Meter #	N170730240	Cust City/ST/Zip	HANOVER, PA, 17331-0000
C Mtr Size	5/8X3/4	C Mtr Rd Device	UNIGUN
C Mtr Mfgr	NEPTUNE T-10 E-CODER	C Mtr Install Date	2024/05/31
C Mtr Dial Type	C	C Mtr Exch Date	2044/05/31 00:00:00
Meter Read		C Mtr Status	Active
Strt Mtr Rd Adj		C BF Device	
RF Unit Installed	Yes	Existing P/T	No
C MIU In/Out	OUT	Unigun Code1	501 BENJAMIN RD
C MIU #	1578304210	Unigun Code2	RF MIU FRONT
Fire Line Size		Unigun Code3	
Pvt Fire # 1st Hyd		Unigun Code4	
Pvt Fire #Addl Hyd		C Page/Stop	
Booster Sta Code	W	C Route #	
Heat Code		C Route Sequence	
Read Date		Cust #	362369
Employee Name		Cust Site #	441924
Last Meter Read		Box To	
Location of Box		Remarks	
Quality Plan			
Complete			

Exh. B

ACCOUNT STATEMENT

Customer PAMELA ZELAYA
 Case Number F-2026-3053457

READ DATE	DAYS	MTR RDG	TYPE	CONS	ADC	SURCHARGE	BILL AMT	DUE DATE	LPC	PYMTS	DATE	BALANCE	COMMENTS
4/23/25	29	142800	A	1,300	\$ -	\$0.97	\$98.19	5/23/25	\$ -	\$199.94	4/25/25	\$1,152.02	West Mannheim wastewater is included on BILL AMT; total on this bill is \$67.68
3/25/25	29	141500	A	1,400	\$ -	\$1.00	\$99.98	4/24/25	\$ -	\$198.20	3/29/25	\$1,232.80	West Mannheim wastewater is included on BILL AMT; total on this bill is \$68.44
2/24/25	31	140100	A	1,300	\$ -	\$0.66	\$98.20	3/25/25	\$ -	\$195.90	2/26/25	\$1,330.02	West Mannheim wastewater is included on BILL AMT; total on this bill is \$67.68
1/24/25	29	138800	A	1,800	\$ -	\$0.77	\$107.10	2/24/25	\$ -	\$195.98	1/30/25	\$1,427.06	West Mannheim wastewater is included on BILL AMT; total on this bill is \$71.47. Formal Complaint filing received 02/19/2025.
12/26/24	34	137000	A	1,800	\$ -	\$0.78	\$107.10	1/24/25	\$ -	\$200.00	1/2/25	\$1,519.17	West Mannheim wastewater is included on BILL AMT; total on this bill is \$71.47. BCS case #4024024 closed 12/24/2024.
11/22/24	28	135200	A	1,400	\$ -	\$0.36	\$99.98	12/23/24	\$ -	\$187.00	11/30/24	\$1,611.29	West Mannheim wastewater is included on BILL AMT; total on this bill is \$68.44
10/25/24	31	133800	A	1,300	\$ -	\$0.35	\$98.20	11/25/24	\$ -			\$1,697.95	West Mannheim wastewater is included on BILL AMT; total on this bill is \$67.68
9/24/24	29	132500	A	5,800	\$ -	\$0.88	\$185.61	10/23/24	\$ -	\$285.00	10/22/24	\$1,599.40	West Mannheim wastewater is included on BILL AMT; total on this bill is \$108.14. 1st Co. PAR established on 10/07/2024. BCS case #4024024 filed 10/08/2024.
8/26/24	33	126700	A	65,600	\$ -	\$4.66	\$1,694.25	9/24/24	\$ -			\$1,698.91	West Mannheim wastewater is included on BILL AMT; total on this bill is \$966.38
7/24/24	36	57100	E	2,500	\$ -	\$0.00	\$119.54	8/23/24	\$ -	\$119.54	8/14/24	\$0.00	West Mannheim wastewater is included on BILL AMT; total on this bill is \$76.76
6/18/24		54600	A									\$0.00	

Type Codes: A - Actual
 E - Estimate
 C - Customer
 R - Remote
 A - Initial (Actual)
 IE - Initial (Estimate)
 FA - Final (Actual)
 FE - Final (Estimate)

EXH.C