

COMMONWEALTH OF PENNSYLVANIA
Public Utility Commission

LOUIS GRYGA : DOCKET NO.
v. : : C-2025-3053916
: :
PENNSYLVANIA-AMERICAN WATER COMPANY:
Initial Call In Telephonic Hearing : :

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Judge's Chambers
Commonwealth Keystone Building
400 Harrisburg, North Street PA 17120
Wednesday, July 16, 2025
Commencing at 10:06 a.m.

BEFORE:

Administrative Law Judge Steven K. Haas

REPORTER:

Marissa Bennett

APPEARANCES:

Pro Se
BY: Louis Gryga
111 N Spring Mill Road
Villanova, PA 19085
(610) 745-0638
lgryga@aegiscommerce.com
Representing the Complainant

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7/14/2025

Lou Gryga

Owner

126 Sunnyside Avenue

Trooper, PA 19403

Hello,

Below, I have provided letters from two of my tenants at 126 Sunnyside Avenue, Trooper, PA 19403. These letters indicate that water was running inside their apartment, but they were not aware of the issue. This is what caused my water bills in September and October 2024 to be \$1,500 and \$1,000. My average water bill is \$150 per month:

Letter from First Floor Tenant: Fred McLaren, M.S.

Hearing - Re : American Water Bill Dispute

You, as the landlord, and the other tenants at 126 Sunnyside Ave should not be held legally or financially responsible for the high water bills during Fall 2024 due to a hearing disability that prevented you from detecting the toilet was running.

Created by Yahoo Mail
Fred McLaren

To: me, Cc: Fred · Mon, Jul 14 at 5:02 PM

Message Body

To Whom It May Concern,

Re : American Water Bill, - Fall 2024 - at 126 Sunnyside Ave

GRYGA EX. 1

I am a 68 yo tenant at Lou Gryga's 126 Sunnyside Ave property. I rent the lower apt in the house, & have been renting at the property for over 10 years.

Lou, the landlord, has told me (& the other tenants in the house) that the Water Bills for part of Fall, 2024 were sky high - compared to his Normal Monthly Water Bills.

In retrospect, part of the reason was likely that my toilet was running - back then - but I was unaware of it. That's because I have a Hearing Disability. I work very long hours, teaching college chemistry - & I live alone - without a TV, by choice. As a result, when I come home late from work - I take my Hearing Aids out. As a result, I was Completely Unable to Hear that my Toilet was Running

The Tenants on the 3rd floor are Older Than Me, & probably had similar problems - Not Hearing that Their Toilet was (Also) Running.

I'm a Science Person - the extremely high water bills that Lou experienced, for a couple of months - are called Statistical Outliers

Neither Lou, or the Tenants, should be held responsible

The Above clearly explains the situation, & in terms of Legal Due Diligence - Lou and his tenants should NOT be held legally / financially responsible

Respectfully submitted : Monday, July 14, 2025

Fred McLaren, M.S.

Tenant - Apt # 1 - 126 Sunnyside Ave.

Fred McLaren, M.S.

(215) 450 - 2855 (cell / text)

fmclaren99@gmail.com

Adjunct Professor of Chemistry

Chemistry Department

Arcadia University

Glenside, PA

Letter from 2nd Floor Amy Serianni

Amy Serianni, Message via email:

Friday, July 11, 2025

Good morning, Lou,

During the months of September and October 2024 I had an issue with my toilet running. I was not aware of the issue due to the fact that I travel for work and I am not home much.

Please realize that I have owned this property for over 30 years. As the landlord I pay the water bill. These bills are extremely higher than normal and caused by issues that my tenants were not aware of happening. I thank you in advance for your assistance!

Best Regards,

Lou Gryga

610 745 0638

PAWC EXHIBIT NO. 1

PENNSYLVANIA AMERICAN WATER ACCOUNT STATEMENT

Customer: Louis Gryga
 Address: 126 Sunnyside Ave , Norristown , PA
 Acct. No.: [REDACTED]

Connect Date: 09/19/2013 Water

SVC TO	DAYS	MTR RDG	TYPE	CONS	ADC	WATER	DUE DATE	FEES	PAYMENT	DATE	BALANCE	COMMENTS
6/17/2025	32	18,885	A	3,900	121.88	\$92.01	7/10/2025				\$2,713.76	
									\$88.26	6/10/2025	\$2,621.75	
5/16/2025	30	18846	A	3,700	123.33	\$88.26	6/10/2025				\$2,710.01	
									\$93.89	5/5/2025	\$2,621.75	
4/16/2025	29	18809	A	4,000	137.93	\$93.89	5/9/2025				\$2,715.64	
3/18/2025	28	18769	A	4,500	160.71	\$103.27	4/10/2025				\$2,621.75	
									\$287.24	6/6/2025	\$2,518.48	
									\$603.98	3/6/2025	\$2,805.72	
2/18/2025	33	18724	A	7,700	233.33	\$163.34	3/13/2025				\$3,409.70	
								\$47.98		2/19/2025	\$3,246.36	Late Payment Fee
1/16/2025	29	18647	A	6,700	231.03	\$144.57	2/10/2025				\$3,198.38	
12/18/2024	30	18580	A	14,300	476.67	\$287.24	1/13/2025				\$3,053.81	
11/27/2024						-\$463.84	12/19/2024				\$2,766.57	Leak Adjustment with consumption- 08/17/24 to 09/18/24 - 34,300gallons adjusted
11/18/2024	31	18437	A	37,900	1222.58	\$603.98	12/12/2024				\$3,230.41	
10/18/2024	30	18058	A	61,200	2040.00	\$919.07	11/14/2024				\$2,626.43	
9/18/2024	33	17446	A	90,800	2751.52	\$1,319.35	10/15/2024				\$1,707.36	
8/16/2024	29	16538	A	24,700	851.72	\$388.01	9/11/2024				\$388.01	
									\$166.61	8/14/2024	\$0.00	
7/18/2024	30	16291	A	3,900	130.00	\$81.05	8/12/2024				\$166.61	
								\$1.26		7/19/2024	\$85.56	Late Payment Fee
									\$407.16	7/1/2024	\$84.30	
6/18/2024	33	16252	A	3,800	115.15	\$78.19	7/16/2024				\$491.46	
								\$6.11		6/24/2024	\$413.27	Late Payment Fee
5/29/2024						-\$253.27	6/20/2024				\$407.16	Leak Adjustment with consumption- 03/19/24 to 04/16/24 - 16,200gallons adjusted
5/16/2024	30	16214	A	4,300	143.33	\$86.03	6/11/2024				\$660.43	
4/16/2024	29	16171	A	47,600	1641.38	\$634.40	5/10/2024				\$574.40	
								-\$60.00		4/18/2024	-\$60.00	Courtesy Adjustment
									\$242.94	4/1/2024	\$0.00	
3/18/2024	31	15695	A	14,400	464.52	\$242.94	4/11/2024				\$242.94	
									\$404.81	3/18/2024	\$0.00	
2/16/2024	29	15551	A	9,100	313.79	\$160.32	3/13/2024				\$404.81	
								\$3.61		2/20/2024	\$244.49	Late Payment Fee
1/18/2024	31	15460	A	6,800	219.35	\$124.47	2/13/2024				\$240.88	
									\$282.16	1/5/2024	\$116.41	

TYPE CODES: A - ACTUAL C - CUSTOMER R - REMOTE READ FA - FINAL (ACTUAL)
 E - ESTIMATE M - MANUAL FE - FINAL (ESTIMATE)
 K - ADJUSTED READINGS - SERVICE ORDER D - RADIO FREQUENCY FM - FINAL (MANUAL)

PENNSYLVANIA AMERICAN WATER ACCOUNT STATEMENT

Connect Date: 09/19/2013 Water

Customer: Louis Gryga
 Address: 126 Sunnyside Ave , Norristown , PA
 Acct. No.: [REDACTED]

SVC TO	DAYS	MTR RDG	TYPE	CONS	ADC	WATER	DUE DATE	FEES	PAYMENT	DATE	BALANCE	COMMENTS
12/18/2023	32	15392	A	6,000	187.50	\$112.18	1/10/2024				\$398.57	
								\$4.23		12/19/2023	\$286.39	Late Payment Fee
11/16/2023	30	15332	A	17,100	570.00	\$280.95	12/11/2023				\$282.16	
								\$1.21		11/17/2023	\$1.21	Late Payment Fee
									\$80.95	11/15/2023	\$0.00	
10/17/2023	28	15161	A	4,000	142.86	\$80.95	11/9/2023				\$80.95	
									\$113.44	10/10/2023	\$0.00	
9/19/2023	34	15121	A	4,800	141.18	\$93.44	10/12/2023				\$113.44	
								\$158.24		9/12/2023	\$20.00	Return Payment
								\$20.00		9/12/2023	-\$138.24	Return Payment Fee
									\$316.48	9/7/2023	-\$158.24	
8/16/2023	28	15073	A	3,500	125.00	\$73.15	9/11/2023				\$158.24	
								\$1.26		8/18/2023	\$85.09	Late Payment Fee
7/19/2023	33	15038	A	4,700	142.42	\$91.88	8/11/2023				\$83.83	
									\$193.20	6/21/2023	-\$8.05	
6/16/2023	30	14991	A	5,000	166.67	\$96.59	7/11/2023				\$185.15	
								\$1.31		6/19/2023	\$88.56	Late Payment Fee
									\$105.95	5/31/2023	\$87.25	
5/17/2023	28	14941	A	4,300	153.57	\$85.66	6/9/2023				\$193.20	
								\$1.59		5/18/2023	\$107.54	Late Payment Fee
4/19/2023	34	14898	A	5,600	164.71	\$105.95	5/12/2023				\$105.95	
									\$194.50	3/30/2023	\$0.00	
3/16/2023	28	14842	A	4,500	160.71	\$88.76	4/10/2023				\$194.50	
								\$1.56		3/17/2023	\$105.74	Late Payment Fee
2/16/2023	28	14797	A	5,800	207.14	\$104.18	3/13/2023				\$104.18	
									\$191.90	1/30/2023	\$0.00	
											\$191.90	Prior Balance

TYPE CODES: A - ACTUAL C - CUSTOMER R - REMOTE READ FA - FINAL (ACTUAL)
 E - ESTIMATE M - MANUAL FE - FINAL (ESTIMATE)
 K - ADJUSTED READINGS - SERVICE ORDER D - RADIO FREQUENCY FM - FINAL (MANUAL)

PAWC EXHIBIT NO. 2

Contacts - Louis Gryga / [REDACTED]

Note

03/13/2025 16:17:21 BREECER

Tenant requesting the Tenant DNP letter sent to his email. He said it is has not arrived only the DNP for the Landlord letter arrived. – Fred McLaren, sent to: fmclaren99@gmail.com / - Have Satisfied all your concerns – yes. Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? – No.

Note

03/04/2025 08:25:42 DUBROTD

Name/Relationship: Louis Gryga

Address: 126 Sunnyside Ave, Norristown, PA 19403 / Cell:610.745.0638 / Email: Igryga@aegiscommerce.com

Issue: PAY THIS AMOUNT \$3,198.38 PRIOR TO 04/14/2025 3/1.

Resolution: leasha will call him back. Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - No

Note

12/03/2024 17:53:29 PEREZF2

Inbound/Outbound call: IN

Name/Relationship: Louis Gryga / Address: 126 Sunnyside Ave, Norristown, PA 19403 / Phone: 610.745.0638 Cell / Email: Igryga@aegiscommerce.com

Balance on account: 2766.57

Verified/Updated heat type: N

Reviewed Notice: N

Updated ATP: N

Category: N

New IP Created: N

Catch-Up/Reconnect Amount Quoted: N

Catch-Up/Reconnect Plan Created: N

Provided Help Agency Info: N

Discussed Med Cert: N

Customer Dispute: Y

Provided PUC Info: N

Issue: Calling to speak with an executive due to the amount he has to pay since it was an accidental leak where water was not being used as the tenants are elderly. He has received a leak adjustment of 463.84 but is still disputing the high amount that has to be paid and wants something to be done.

Resolution: Created ART case as bp request for this to be reviewed. Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - Yes

Note

12/03/2024 10:43:27 MAGGOSML

customer requested Manager call back from supervisor-called and left message. We are unable to offer any additional discounts. The max amount has already been applied. There was a leak that the tenants did not inform him of, it was repaired we applied the leak adjustment after we had to verify it was residential property. He was upset with the amount offered of \$463.84 and wanted all bills adjusted (4 bills), I let him know that we only adjusted the one highest bill during the time of the leak. I offered a installment plan but he said he did not agree. Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - No.

Note

11/19/2024 12:07:33 SIMMOND2

Louis called to follow up on his billing dispute. He was denied an adjustment because the property is listed commercial and the only leaks that are covered would be for the service line. He stated that the township has it listed as residential so he wants this changed. Sent TMD bpem to see if this can be changed. Added locks. Bp satisfied.
BPEM Case 1089216771 of type PA State Customer Advocacy has been created. Louis called to follow up on his billing dispute. He was denied an adjustment because the property is listed commercial and the only leaks that are covered would be for the service line. He stated that the township has it listed as residential so he wants this changed. Sent TMD bpem to see if this can be changed. Added locks. Bp satisfied. Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - Yes.

Note

10/29/2024 15:38:58 WAITERC1

Customer call was not related to dispute. Customer survey info captured

Note

10/29/2024 15:38:57 WAITERC1

Inbound

BPEM Case 1088510853 of type "CS - Account Resolution Team Follow-up" was created and assigned to Louis Gryga/610-520-0282 called to have another dispute created on September and October bills. He says there is no way this amount of water was used at this location. Louis says if we don't fix the bill he will file a lawsuit. He would like to speak with highest person in the dispute department. Notes below from prior ART bpem (just September bill at that time). Thanks

09/09/2024 12:42 Tinedra Perryman / Name/Relationship: Louis Gryga / Account Number: [REDACTED] / Service Address: 126 Sunnyside Ave, Norristown, PA 19403 / Phone: 6107450638 cell / Email: lgryga@aegiscommerce.com

issue: BP WOULD LIKE TO DISPUTE BILL! BPs BILL TOOK A INCREASE DUE TO HAVING A RUNNING SHOWER/TUB FAUCET at Property! he stated to me that he knows that tenants will leave appliance on sometimes and that he wasn't aware of this until yesterday 9/8, but he still thinks that an adjustment should be approved for high bill! discussed matter to supervisor due to bp not agreeing with customer vs comp responsibilities / was told to send in bpm to ART by DANIELLE SPEARS !

09/25/2024 14:25 Rayna Knierim

RMK/ART*****

Reviewed the customer's account and this is a commercial account, and we do not offer a leak adjustment for commercial accounts. We only do pipe leak service adjustments for commercial customers. Sending utility report and account statement. Updated locks and sent utility report and account statement.

Note

10/15/2024 09:30:54 TAYLORB2

Name/Relationship: Louis Gryga / Email: lgryga@aegiscommerce.com / Phone: 610.745.0638 cell / Address: 126 Sunnyside Ave, Norristown, PA 19403 / Account Number: [REDACTED]

Issue: Bill dispute higher than normal. He does not believe he owes balance.

Verified/Updated heat type: n

Reviewed Notice: n

Updated ATP: n

Category: n

New IP Created: n

Catch-Up/Reconnect Amount Quoted: n

Catch-Up/Reconnect Plan Created: n

Provided Help Agency Info: n

Discussed Med Cert: n

Customer Dispute: n

Provided PUC Info: n

Resolution: Advised BP that once FSR comes out we can make arrangements for the account as needed based on findings.

Balance on account:1707.36. Satisfied?: y

Note

10/14/2024 14:22:44 GATTENN

Customer call was not related to dispute. Customer survey info captured

Note

10/14/2024 14:22:43 GATTENN

Customer called regarding the high bill for 90,000 gallons. He can't pay this bill. He had a toilet leak that was repaired last week but thinks more is going on. He had ILK last week but it was cancelled. I rescheduled for him. Added locks and advised we can offer an IP if needed and offer leak adj for toilet after next bill comes.

Svc Order 000530499847 of type Inspect for Leak/High-Low Usage was created on 10/14/2024. Lock of type Dunning reason Bill Inquiry/Dispute valid 10/14/2024 - 11/13/2024 for Contract Account 210033683394 created. Added lock Dunning from 10/14/2024 to 11/13/2024

Lock of type Calculate Interest reason Late Payment Charge Lock valid 10/14/2024 - 11/13/2024 for Contract Account [REDACTED] created
Added lock Calculate Interest from 10/14/2024 to 11/13/2024.

Note

09/30/2024 13:32:32 COONEYJ

Louis Gryga / 2 Account Lock / Customer Type: Commercial / Account Status: Active / Credit Worthiness: 49 - Low Risk

126 Sunnyside Ave, Norristown, PA 19403

Thursday, Oct 10th, 2024

1:30 PM - 4:30 PM

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

Note

09/17/2024 12:53:11 HOUSERT

Inbound/Outbound: in / Name: Louis Gryga / 210033683394 / Address:126 Sunnyside Ave, Norristown, PA 19403 / Phone:610.745.0638 /

Email: lgryga@aegiscommerce.com

Issue: last bill very high- disputing this, something was leaking at premise 3-unit building, asking for help with the bill, upstairs shower leaking, is now fixed.

Resolution: billing will need to be back to normal for a leak adjustment. Next reading 9/19. Balance: 388.01. Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - No

Note

09/09/2024 12:23:14 SPEARSD

Spoke with customer in regard to leak he had at his property. He had a leaking faucet in the bathroom and ran the leak adjustment form per state guidelines those leaks are not covered. Sent BPEM to Art as the customer is disputing this. I did advise the customer per PA guidelines those leaks are not covered. BPEM Case 1086924286 of type PA State Customer Advocacy has been created. BPEM investigative service order, a lock, supervisor email or call back? - Yes

Note

09/09/2024 11:54:16 PERRYMT

Inbound/Outbound: IN / Name/Relationship: Louis Gryga / Account Number: [REDACTED] / Service Address: 126 Sunnyside Ave, Norristown, PA 19403 / Phone:6107450638 cell / Email: lgryga@aegiscommerce.com

Issue: shower was running / last month's bill was 300 / knew nothing about it before yesterday / would like some help on bill.

Resolution: advised bp of customer vs comp responds / advised him of pa guidelines and he did not agree / asked to speak to sup / call transferred to SUP DANIELLE S. Balance: 388.01

Reviewed notice: n

Updated ATP: n

ATP Category: n

New IP created: n

Catch up / Reconnect amount quoted: n

Reconnect plan created: n

Provided Dollar Energy info: n

Discussed med cert: n

Customer has a dispute: Y

Provided PUC info: n

Satisfied bp? N

Note

07/30/2024 16:54:02 WEAVERM1

Inbound/Outbound call: in / 210033683394 / Name/Relationship: Louis Gryga / Address:126 Sunnyside Ave, Norristown, PA 19403 / Phone:610.745.0638 / Email: lgryga@aegiscommerce.com / Balance on account: \$166.61

Issue: bp bill inquiry

Resolution: gave balance to pay. Satisfied? y. Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - No

Note

06/27/2024 10:19:08 ROBINSN2

Name/Relationship: Louis Gryga/LL / Address:126 Sunnyside Ave, Norristown, PA 19403 / Telephone:610.745.0638

Issue: he is calling in wanting us to stop sending his tenants' disconnection notices because he is the owner, and he says it's not right that they know as well. advised him to sends out all disconnect notices if the account is past due it goes to the tenants because they have the right to know as well as the ll he is not satisfied with that and wants it to stop asked for a sup she will call back. Balance on account:491.46. Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - No

Note

05/29/2024 14:17:35 JACKSOE1

Dispute

Note

05/10/2024 08:49:22 SHIVERE

Louis Gryga / Email: lgryga@aegiscommerce.com / Phone: 610.745.0638

bp is calling to follow up on a case he has advise bp the case is still being review it normally takes 30 days

Note

04/26/2024 16:21:23 MILLSM

Louis called because he received a letter about leak adjustment, but he already received the one time leak adjustment and it was sent to ART
Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - No

Note

04/26/2024 10:31:54 MILLSM

Louis had a toilet and shower leak at the property h's already received a leak adjustment in the past. I explain that PA only allows one adjustment per contract account and offered to put him on a payment plan he is insisting his bill be adjusted and doesn't want a payment plan. Created Bpem to ART satisfied. Business lock applied successfully

BPEM Case 1083303657 of type PA State Customer Advocacy has been created. Louis had a toilet and shower leak at the property h's already received a leak adjustment in the past. I explain that PA only allows one adjustment per contract account and offered to put him on a payment plan he is insisting his bill be adjusted and doesn't want a payment plan. Created Bpem to ART satisfied. Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - Yes

Note

03/25/2024 08:29:33 BOGERC

Have you already created a BPEM for follow up, investigative service order, a lock, supervisor email or call back? no called about bill.

Note

02/23/2024 08:51:50 JACKSOA4

Name/Relationship: Louis Gryga / Address:126 Sunnyside Ave, Norristown, PA 19403 / Phone:610.745.0638 / Email: lgryga@aegiscommerce.com
Issue: February 23, 2024. Update/Edit ID# 528536242. Inspect for Leak, Hi/Lo Usage... Work Order Oper. Acknowledge. Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - No

Note

02/06/2024 11:15:34 ROYALA

Customer call was not related to dispute. Customer survey info captured

Note

02/06/2024 11:15:33 ROYALA

Inbound/Outbound: in / Name/Relationship: Mr. Louis Gryga/[REDACTED] / Address: 126 Sunnyside Ave. 1 Norristown PA 19403 / Phone number: 215-450-2855 cell

Issue: Tenant/Fred called in to reschedule service order from last Friday. Customer stated that the service order was incomplete.

Resolution: Explained service order process. Customer has one cat inside. There are no hazards. Phone ahead. 215-450-2855 cell Friday 8:00 am 7:30 pm Created ILK. Service order number 528536242. Satisfied: yes. Svc Order 000528536242 of type Inspect for Leak/High-Low Usage was created on 02/06/2024

Note

02/02/2024 13:28:10 EVANSZ

In / Name/Relationship: Fred / 126 Sunnyside Ave, Norristown, PA 19403 / Phone: 610.745.0638 / Email: lgryga@aegiscommerce.com

Issue: Bp states that he has an appointment today and wants to make sure they are coming

Resolution: Advised that someone will be out shortly and added notes to the service order

Note

01/23/2024 12:08:54 MOSSC1

Service order for high usage

Note

12/13/2023 08:47:10 LISTERC

Customer call was not related to dispute. Customer survey info captured

Note

12/13/2023 08:47:09 LISTERC

Spoke with: Louis Gryga / Call Type: Inbound / Phone Number: 6107450638

Notes: account balance was provided demanding to reschedule someone to come out for ILK saying he isn't paying us a dime either refusing to pay

Service Order # 000527988439 of type Inspect for Leak/High-Low Usage rescheduled.

- Reviewed notice: y
- Updated ATP: y
- ATP Category: Cat 1,
- New IP created: y
- Catch up / Reconnect amount quoted: \$xx.xx / not applicable

- Reconnect plan created: not eligible
- Provided Dollar Energy info: y / n
- Discussed med cert: y
- Customer has a dispute: n
- Provided PUC info: y
- Satisfied

Note

11/21/2023 14:20:36 PURINTBM

Have you found a leak, including a leaking toilet or faucet? No, Understanding More about your consumption, Customer Selected Inspect for Leak/High-Low Usage: none of these apply, Customer REFUSED to do leak detection testing. Service Order # 527988439 of type Inspect for Leak/High-Low Usage rescheduled.

Note

09/06/2023 14:33:53 ASHBURA

Name: Louis Gryga / Address: 126 Sunnyside Ave trooper pa / Phone:610-745-0638

Issue: pay bill 158.24 / Resolution: paid 158.24, [REDACTED] / ATP Category: Cat 1, 2, 3, RATP. Satisfied with the information. Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - No

Note

08/18/2023 11:22:14 PURINTBM

Louis called to make payment received error: Unable to Process Request Notice Paymentus Logo

We are unable to process your request at this time. A problem has occurred in processing your request. Please contact the Administrator. Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - No

Note

06/09/2023 07:29:08 SYS BCH MTC

This customer was sent a backflow prevention device survey letter from our third party vendor BSI (Backflow Solutions Inc) advising them to contact BSI with current required backflow device details.

Note

05/10/2021 09:17:20 MCNEILT1

Spoke with Louis, and he stated that he will need to call me back in about 2 hours with the read. He has it, but not with him at the time.

Note

05/06/2021 19:01:16 MCNEILT1

Spoke with customer and he stated this is a rental property and will reach out to tenant to get a read off meter and call me back tonight or tomorrow and leave a message. satisfied...tnm/art

Note

04/27/2021 15:25:34 WATTSD

Inbound/Outbound call: out / Name/Relationship: Louis Gryga / [REDACTED] / Address:126 Sunnyside Ave, Norristown, PA 19403 / Phone: (610) 520-0282 / Email: lgryga@aegiscommerce.com / Balance on account:350.21

Issue: high bill

Resolution: 1042247877, adv to pay average amount. BPEM Case 1042247912 of type PA State Customer Advocacy has been created.

Does the customer have an open issue pending, BPEM investigative service order, a lock, supervisor email or call back? - Yes

Note

09/11/2020 08:27:10 DENNEYT

Customer call was not related to dispute. Customer survey info captured

Note

09/11/2020 08:27:09 DENNEYT

Louis Gryga / [REDACTED] / [REDACTED] / Louis Gryga / 610-745-0638

Customer called about service related charges to his bill. I answered his questions exactly how he asked them but every time I did he yelled or cursed at implying I was not answering his question. I explained that service related charges are charges relating to his water service for the current period of the bill. Customer was looking at previous bill so I advised him of this to make sure he wasn't overlooking the service period and knew we had issued a new bill since this one. He asked about the past due amount and asked if it was from 06/17 - 07/17. I advised that it is not, it would have been from the previous bill before that period at which point he started yelling and asking for a supervisor. BPEM Case 1038611820 of type "CS - Supervisor Call Back" was created and assigned to LEKAWAPJ

Note

12/30/2019 09:38:45 JUBEHJ

Customer call was not related to dispute. Customer survey info captured

Note

12/30/2019 09:38:43 JUBEHJ

inbound Louis Gryga / 610-520-0282 / landlord Confirmation number: [REDACTED] check for 415.21. Satisfied? Yes, made payment

PAWC EXHIBIT NO. 4



09/20/2024

Louis Gryga
111 North Spring Mill Rd
Villanova, PA 19085-1514

For Service To:

Account Number: [REDACTED]

Service Address: 126 Sunnyside Ave
Norristown, PA 19403-1569

Dear Customer Gryga:

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

One of our responsibilities as your water service provider is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. When we obtained your most recent meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use, including short-term visitors, seasonal usage, or potential leaks. We suggest that you check your property for possible leaks or problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

We offer a Leak Detection Kit and other useful information for identifying high water use on our website, www.amwater.com. Many leaks are not noticeable but can contribute to unexpected water use. If you cannot determine the reason for your higher water use, please call our customer service center between the hours of 7am and 7pm at the number below.

Sincerely,

Pennsylvania American Water Customer Service

PAWC EXHIBIT NO. 7

Case Opening

Case #:	4037126	Date Case Opened:	12/30/2024
BCS Investigator:	BCS CASE POOL	Account Number:	[REDACTED]
Class Of Service:	RESIDENTIAL	Case Origin:	TELEPHONE
Reason for Contact:	BILLING DISPUTES (# 18)		
Termination Date:		Prior Case#:	
Customer Name:	LEWIS GRYGA	Service Address:	126 SUNNYSIDE AVE ,TROOPER PA 19403
Phone (Home):	-	Phone (Work):	-
Universal Service:	Yes	Arrearage:	0.00

Family Size

Adult	Children	Age
0	0	

Income Detail

No Record found.

Company Position:

12/17/2024 PAWC STATED THE BILLING IS CORRECT AND 2666.55 IS CORRECT.

Related Information:

None

Case Problem:

18- BILLING DISPUTE- CUSTOMER IS DISPUTING THE HIGH BILLING FOR SEPTEMBER 2024 TO OCTOBER 2024 FOR 266.55. CUSTOMER STATED THE AVERAGE BILL FOR 140. CUSTOMER STATED THE BELIEVES SOMETHING WAS WRONG WITH THE METER. CUSTOMER WOULD LIKE THE CLEAR EXPLANATION OF THE BILLING FOR PAWC FOR 2628.43. THE CELL PHONE NUMBER (610) 745 - 0638 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS GRIFFINMORGANKE@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

Hot Issues:

None

Case Misc Info:

None

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

Customer:	Louis Gryga	BCS Investigator:	
Service Address:	126 Sunnyside Ave Norristown PA 19403-1569	Case Number:	4037126
Mailing Address:	111 North Spring Mill Rd Villanova PA 19085-1514	Date Received:	12/30/2024
Telephone Number: (Home)	610-745-0638	Balance: Due Date:	3053.81 1/13/2025
Account Number:	██████████	Service Class:	Commercial
Budget:	\$531.00	Heating:	Yes

CUSTOMER DISPUTE:

18- BILLING DISPUTE- CUSTOMER IS DISPUTING THE HIGH BILLING FOR SEPTEMBER 2024 TO OCTOBER 2024 FOR 266.55. CUSTOMER STATED THE AVERAGE BILL FOR 140. CUSTOMER STATED THE BELIEVES SOMETHING WAS WRONG WITH THE METER. CUSTOMER WOULD LIKE THE CLEAR EXPLANATION OF THE BILLING FOR PAWC FOR 2628.43. THE CELL PHONE NUMBER (610) 745 - 0638 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS GRIFFINMORGANKE@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

DETAILS OF THE COMPANY'S ORIGINAL INVESTIGATION:

On 9/9/2024 the customer contacted the company, and the call log states: "Issue: shower was running / last months bill was 300 / knew nothing about it before yesterday / would like some help on bill. Resolution: advised bp of cust vs comp respons / advised him of pa guidelines and he did not agree / asked to speak to sup / call transferred to SUP DANIELLE S."

On 9/9/2024 a supervisor spoke with the customer and made the following notes: "Spoke with customer in regards to leak he had at his property. He had a leaking faucet in the bathroom ran the leak adjustment form per state guidelines those leaks are not covered. Sent BPEM to Art as customer is disputing this. I did advise customer per PA guidelines those leaks are not covered." A BPEM was sent to the account resolution team.

On 9/17/2024 the customer contacted the company, and the call log states: "Issue: last bill very high- disputing this, something was leaking at premise 3 unit building, asking for help with the bill, upstairs shower leaking, is now fixed. Resolution: billing will need to be back to normal for a leak adjustment."

On 9/20/2024 the company issued a high bill letter to the customer. See attached.

On 9/25/2024 a member of the account resolution team issued a utility company report to the customer. See attached.

On 9/30/2024 the customer contacted the company, and the call log states: "poss service line leak, had toilet leaks but fixed, now huge spikes." A service visit was scheduled.

On 10/10/2024 the scheduled service order was cancelled due to a system issue the company experienced.

On 10/14/2024 the customer contacted the customer advocacy department and the call log states: "Cu called regarding the high bill for 90,000 gallons. He cant pay this bill. He had a toilet leak thar was repaired last week but thinks more is going on. He had ILK last week but it was cancelled. I rescheduled for him." A service visit was scheduled.

On 10/15/2024 the customer contacted the company, and the call log states: "Issue: Bill dispute higher than normal, He does not believe he owes balance. Resolution: Advised BP that once FSR comes out that we can make arrangements for the account as needed based on findings."

On 10/18/2024 a field service representative visited the premise and made the following notes: "Obtained reading and reading shows no Current or Recent Leaks within the Past 35 Days but could not nvestigate, nobody at Property. When I was able to check the Meter Months ago there was definitely a Leak here per Reading and movement on Meter so maybe it was located and repaired and now trying to get out of the Bill? Either way left Door Hanger to reschedule."

On 10/24/2024 a member of the account resolution team issued a utility company report. See attached.

On 10/29/2024 the customer contacted the company, and the call log states: "Louis Gryga/610-520-0282 called to have another dispute created on September and October bills. He says there is no way this amount of water was used at this location. Louis says if we don't fix the bill he will file a lawsuit. He would like to speak with highest person in the dispute department." A BPEM was sent to the account resolution team.

On 11/11/2024 a member of the account resolution team contacted the customer and made the following notes: "called and spoke to customer he stated that there was a toilet leak and leak in tub / shower and made repairs, customer was already advised no interior leak adj. for commercial accounts, since this is a residential property I offered an adj. for one high bill at 40 percent excess usage for 34300 gallons \$463.84 for billing period 8/17 - 9/18 33 days 90800 gallons as a one time courtesy to settle customer dispute, $343 \times 1.3523 = \$463.84$, he declined the adj. and requested a supervisor, advised a supervisor would contact him within a few days, didn't apply the adj. and customer rejected the offer, updated locks forward to sup for call back per customer request."

On 11/19/2024 the customer contacted the company, and the call log states: "Louis called to follow up on his billing dispute. He was denied an adjustment because the property is listed commercial and the only leaks that are covered would be for the service line. He stated that the township has it listed as residential so he wants this changed. Sent TMD bpem to see if this can be changed. Added locks. Bp satisfied." A BPEM was sent to the customer advocacy department.

On 11/21/2024 a company representative verified that the property is listed as a residential property in GIS maps and updated the account from commercial to residential.

On 11/25/2024 the account resolution team supervisor contacted the customer and made the following notes: "I called Louis Gryga to go over the account, it has been updated to residential so it is eligible for a leak adjustment, but we still only the one highest bill during the time of the leak, which was offered, I left my direct number if he has any questions, we will apply the leak adjustment and send a UCR."

On 11/27/2024 a member of the account resolution team issued a utility company report and applied the leak credit adjustment of \$463.84. See attached.

On 12/3/2024 the customer contacted the company, and the call log states: "Issue, there was a leak that the tenants did not inform him of, it was repaired we applied the leak adjustment after we had to verify it was residential property. He was upset with the amount offered of \$463.84 and wanted all bills adjusted (4 bills), I let him know that we only adjust the one highest bill during the time of the leak. I offered a installment plan but he said he did not agree."

On 12/3/2024 the customer contacted the company, and the call log states: "Issue: Calling to speak with an executive due to the amount he has to pay since it was an accidental leak where water was not being used as the tenants are elderly. He has received a leak adjustment of 463.84 but is still disputing the high amount that has to be paid and wants something to be done. Resolution: Created ART case as bp request for this to be reviewed." A BPEM was sent to the account resolution team.

On 12/3/2024 the customer contacted the customer advocacy department and the call log states: "Customer called in for more of a leak adjustment. Disagrees with the one time leak adjustment, States he wants every bill that was higher than average brought down to a "a little higher than his normal bill to be fair" and "it is not his fault that his tenants didn't tell him about leaks or know how much water they use". I advised of the high bill letter sent out in September 2024, indicating higher than normal usage and we bill for the amount of water that passes through the meter and the leak adjustments are to assist customers with these circumstances. He said the assistance is not enough and demands all the bills to be brought down lower because this was just an accident and we need to forgive this, I advised that we cannot accommodate this request. He ended the call abruptly."

On 12/16/2024 a member of the account resolution team issued a utility company report to the customer. See attached.

COMPANY'S FINAL POSITION TO THE CUSTOMER:

The last customer contact prior to PUC intervention was on 8/20/2024.

"Customer called in for more of a leak adjustment. Disagrees with the one time leak adjustment, States he wants every bill that was higher than average brought down to a "a little higher than his normal bill to be fair" and "it is not his fault that his tenants didn't tell him about leaks or know how much water they use". I advised of the high bill letter sent out in September 2024, indicating higher than normal usage and we bill for the amount of water that passes through the meter and the leak adjustments are to assist customers with these circumstances. He said the assistance is not enough and demands all the bills to be brought down lower because this was just an accident and we need to forgive this, I advised that we cannot accommodate this request. He ended the call abruptly."

DETAILS OF THE COMPANY'S INVESTIGATION AFTER BCS CONTACT:

On 1/10/2025 a member of the compliance department contacted the customer and made the following notes: "Called customer to see if he wanted a meter test, since the PUC complaint said "SOMETHING WAS WRONG WITH THE METER." He declined the meter test but then gave me background. There was a toilet and a sink leaking Sept/Oct timeframe. There are 3 tenants there, 2 of which are elderly and did not notify him. He said repeatedly this was a total accident. I acknowledged that leaks can be accidents but still the responsibility of the customer. The company is not liable for failures of the customer's internal plumbing devices, which includes not being responsible for the ensuing usage. There's no statue or regulation that requires us to give a billing credit for internal leaks, but he has received such already. He did not want a payment plan because he says he will "under no circumstances" pay this bill. He will pay twice the normal bill amount on the high bills. He states he is taking us to court. Not satisfied."

The meter at the premise is located inside the premise, which means that all billed usage occurred inside the premise after the meter. The disputed bills have been based on actual meter readings. The customer indicated that there were leaks at the premise which was the cause of the increased usage. The customer is responsible for the upkeep and maintenance of all plumbing and fixtures. The customer is responsible for all metered usage. The company is not required under current PA regulation or by the company tariff to provide any leak adjustment for an interior leak. The company elected to provide the customer with a leak adjustment of \$463.84 as a courtesy. The company did provide the customer with a high bill letter when the usage increased. The company also provides the customer with a monthly bill that clearly shows how much water was used. The customer is responsible for monitoring their usage and determining if usage is high.

COMPANY'S FINAL POSITION TO BCS:

The meter at the premise is located inside the premise, which means that all billed usage occurred inside the premise after the meter. The disputed bills have been based on actual meter readings. The customer indicated that there were leaks at the premise which was the cause of the increased usage. The customer is responsible for the upkeep and maintenance of all plumbing and fixtures. The customer is responsible for all metered usage. The company is not required under current PA regulation or by the company tariff to provide any leak adjustment for an interior leak. The company elected to provide the customer with a leak adjustment of \$463.84 as a courtesy. The company did provide the customer with a high bill letter when the usage increased. The company also provides the customer with a monthly bill that clearly shows how much water was used. The customer is responsible for monitoring their usage and determining if usage is high. No further adjustment is warranted. The bills are correct as rendered. The company requests the PUC dismiss this complaint.

Completed By: Galen Shaner
Date Completed: 1/14/2025

Closed Case

BSC Case #:	4037126	Date Case Closed:	02/18/2025
BCS Investigator:	MATTHEW BOPP	Account Number:	[REDACTED]
Customer Name:	LEWIS GRYGA	Address:	126 SUNNYSIDE AVE TROOPER PA 19403
Decision Issue:	Y	Violation:	NO
Oral/Written:	W		
Chapter:		Section Rule:	
Total Balance:	3198.38	Balance Date:	02/07/2025
Resolution:	<p>DECISION ISSUED: THE UTILITY BILLS HAVE INCREASED BECAUSE OF THE INCREASE IN USAGE AT THE PROPERTY. THE COMMISSION NOR THE COMPANY CAN DETERMINE WHAT CAUSED THE INCREASE IN USAGE, ONLY THAT THE WATER USAGE WAS REGISTERED BY THE METER. THE BILLS ARE BASED ON ACTUAL METER READINGS OF THE USAGE REGISTERED BY YOUR METER EACH MONTH. AT THE INFORMAL LEVEL OF PUC INVESTIGATION, ACTUAL READINGS ARE DEEMED CORRECT, UNLESS THERE IS EVIDENCE PRESENTED TO THE CONTRARY. THE COMPANY HAS APPLIED A COURTESY LEAK ADJUSTMENT TO THE ACCOUNT. PA REGULATION DOES NOT REQUIRE THE COMPANY TO PROVIDE LEAK ADJUSTMENTS; THEREFORE, NO ADDITIONAL ADJUSTMENT IS NECESSARY AT THIS TIME. THE ACCOUNT BALANCE IS CORRECT. CASE DISMISSED.</p>		
Serv. Cont. Amount:	0.00	Serv. Cont. Date:	
Service Restored Pay:	0.00	Terms:	
Special Budget Amount:	0.00	Regular Budget Amount:	531.00
Arrears Payment Plus:	0.00	Final Monthly Payment:	0.00
Current Monthly Payment:	0.00	End Monthly Payment:	0.00
Letter Description:	PAR		
Head Date:	02/18/2025	Bill Date:	
Reconnect Amount:	0.00	Pay Amount:	0.00
Archived:	No		