

1-16-26

Reply to New Matter docket # C-2025-3059203

Around May 2021, PA American Water had a project on Marne Ave to install new lines from the street to the houses. In replacing the lines at my house, they needed to remove the corner of my retaining wall & the sidewalk in front of it. The Wall was rebuilt and looked great; a few days later they framed the sidewalk. I noticed that the drainpipe for my retaining wall was not laid out/replaced and at this time i was working 6am-430pm, so I wrote a note. On the note I dated it and informed them this is where my drainpipe was in the sidewalk for my wall, I put the note in a Ziploc bag because it was raining. They had safety cones with caution tape around the framed-out sidewalk, so I clipped the note in the center of the caution tape so the workers could see it first thing when they arrived. When I got home, the note was left at the bottom of my stairs and they wrote okay, and I saw the drainpipe placed ready for cementing. The following day, cement was poured and I thought everything was fine.

Fall 2022 I noticed that corner of the wall seemed to be drooping a bit, corner stones were spacing a little bit but didn't think much of it at the time. It could be normal shifting.

By the Spring of 2023 there seemed to be a more noticeable shift in multiple of the stones in the wall but just that corner the rest of the long wall was fine. The other corner was not shifting like that, so I began having worries about it.

June 2023, I noticed a crack in the sidewalk roughly where the drainpipe would be, that ran from the wall all the way to the road. At that point I got down on the road to see if maybe the drain hole was clogged causing extra water to build up leading to cracking the cement, but I found no hole. When they poured the sidewalk, they cemented the drain hole shut so all this time the french drain for the retaining wall was not properly draining. Which led to the re-built retaining wall shifting and then cracking the sidewalk.

August 2023, I called PA American water explaining my issue and I wasn't sure who to talk to about this project, at this time they explained they have a restoration department that handled that type of stuff which I was transferred to. I explained my situation and they said they would put in an order for someone to come out to look at it which should happen within 30 days, so I waited for this to happen.

September 23, 2023, I received a letter from PA American water, I have attached the letter so please refer to that. After reading that I really didn't expect any work to be done until April 2024 which was stated in the letter because it was now October.

January 2024, I had a family trauma, which quite frankly set me in deep depression and anxiety that I'm still in weekly therapy about. I did not realize exactly how much time had passed since my order was put in until the summer of 2025 when the wall has shifted immensely now triggering me into remembering hey, they haven't come to fix this yet. I found the original letter and called in to see what was going on.

July 2025 upon speaking to the restoration department, I was informed that my order from September 2023 was still open and they don't know why it hasn't been closed or what was going on with it. The agent apologized saying they will try to close that order and reopen it, so it gets addressed; they had to get a supervisor to override this action too. Then they filed another order which they said the original order can still be seen in there and that I should hear back from someone in 7 days.

July 30, 2025, I called back into PA American water to check the status on the order, again they weren't sure why no one had responded yet. That agent was Jeremy ref # 1097284733 & truly very helpful. After speaking with his supervisor about the delayed response, they had said to give me a \$50 credit for the trouble, and someone would be out within the next 3 days. If no one showed by the end of week he told me to call back 1st thing Monday August 4th.

July 31st, I went out to check my mail and noticed 2 men from the PA water company standing at my wall looking at it. I yelled down, oh great I'll come down to talk to you and explain what I think is going on. I was greeted by Rudy and another gentleman who said he's the one who rebuilt the wall in 2021. I explained to both Rudy and this man I don't believe the wall was rebuilt wrong, I believe it's the drain for the wall. Furthermore, explaining to them how originally the drainpipe wasn't even laid out in the framing that I had to leave a note reminding them. Explained how if you look there's no drain hole on the edge of the sidewalk it was cemented shut. I believe it's the actual drain\drain connection that isn't correct, causing the wall stones to shift from the water built up and then leading to even the sidewalk cracking. After inspecting everything Rudy agreed with me and said yes, we need to fix this and I'm sorry it's taken this long, but we'll get Brain out here right away, I don't care what it costs we got to take care of this. The other gentleman apologized to me as well, saying I remember doing this. Rudy was also in charge of the project back in 2021 and he also remembered this project. He handed me his card and said moving

forward if you need anything, give me a call directly. I then thought okay they just got to write their report and get things scheduled; it's going to be solved.

August 2025, I received a letter via my email stating they will not be restoring my wall. I have attached that letter for reference. Of course, I was not happy since I had spoken with Rudy Menhart who told me he does agree it's on them to fix. The following week I called Rudy's cell listed on his card with no answer; I did not leave a voicemail though because I wanted written proof I reached out so I sent him an email instead. I have attached that email as well as the auto response I received from Rudy. I expected a response from him after 9-2-25 because he was on vacation, and still waiting for a response as he never replied.

On October 16th, 2025, I filed an informal complaint online after no response from Rudy.

November 20th I spoke to a PUC investigator Andrea Durand who stated she was even a bit confused about the complaint because I have a letter stating they agreed to fix but have not come out. She explained to me she thinks I should file a formal complaint since all PA American water did in response to the informal complaint was send all the letters they sent me and still aren't willing to fix. She also stated that she would need to dismiss this informal complaint for the formal one to move forward.

December 10th I filed a formal complaint online. But I don't believe everything is attached with it.

All I'm asking is for the damage caused by the rebuilding be fixed as stated in 2023. My originally complaint was within the 2 year period of the 2021 project. In fact as of July 2025 my 2023 complaint/order was still active, it was still open according to the agent and all of this should be noted on the PA American water company. I don't understand why I'm being held responsible for something I did report within the time frame. I was under the impression that I was on the list to be completed. Why is PA American Water not held responsible for closing out an open restoration order? Are there no audits or systems that check periodically for open cases? I have been told once written that this needs repaired and they are at fault and then again July 2025 I was told the same thing in person. I'd like some accountability from the PA American Water company, how many other open cases

go by like this? Then turn the blame to the resident stating they never called again? Please understand from a customer's standpoint.

08/06/2025

Amanda Amann
824 Marne Ave
Monongahela, PA 15063-2726

For Service To:

Account Number: 1024-210033252936
Service Address: 824 Marne Ave
Monongahela, PA 15063-2726

Dear Customer Amann:

Statement of Dispute:

On July 10, 2025, Pennsylvania American Water was contacted in dispute of the repair of a retaining wall at the property of 824 Marne Ave, Monongahela, PA. The customer wanted someone to come out and repair the wall as the repair done is not holding.

Findings:

On August 6, 2025, Pennsylvania American Water reviewed the dispute and found:

In May 2021, Pennsylvania American Water's contractor caused damage to this customer's retaining wall while completing a project on Marne Ave. The retaining wall at the right corner of the home was dug up, and the Pennsylvania American Water contractor installed a new wall after the customer's service line repair was completed.

This retaining wall restoration was advised as sinking as of August 25, 2023. On September 23, 2023, Pennsylvania American Water sent you a Utility Company Report advising that the retaining wall would be addressed within approximately 90 days, weather permitting.

Pennsylvania American Water has not heard anything more from the customer on this until July 10, 2025.

Position:

According to the investigation that occurred August 6, 2025, Pennsylvania American Water will not address this restoration. The Pennsylvania American Water contractor completed this restoration in 2021, if the customer is not satisfied with this restoration, it has been 4 years since the work was completed and is outside Pennsylvania's statute of limitations of 2 years for this work. Please consider filing a claim with your own insurance in this matter to resolve it to your satisfaction.

On July 30, 2025, Pennsylvania American Water's call center gave you a credit of \$50.00 for not responding to your inquiry within 20 days. Again, we apologize that this restoration was not satisfactory but cannot provide further assistance on it at this time as it is outside of 2 years.

Information to the Customer:

Thank you for being a valued customer and taking the time to communicate your concern to us. We wanted to ensure that we thoroughly reviewed your concern. This response concludes Pennsylvania American Water investigation of your concern. We hope that you find our response satisfactory. If not, please give our Customer Advocacy Department an opportunity to further discuss your concern. Customer Advocacy can be reached Monday through Friday from 8:00 a.m. to 5:00 p.m. at 717-550-1606.

Currently there is no risk of termination of service. 08/06/2025 marks the completion of Pennsylvania American Water investigation of your concern, unless you file an informal or formal complaint with the Pennsylvania Public Utility Commission.

If you do not agree with the findings, you may file an informal complaint with the Pennsylvania Public Utility Commission. This can be done by phone at 1-800-692-7380 or by mail at P.O. Box 3265, Harrisburg, PA 17105-3265. Service will not be terminated pending completion of the dispute process, including both informal and formal complaints, so long as there is compliance with all requirements of the Commission.

When filing a complaint with the Pennsylvania Public Utility Commission, the complaint must include the following information: (1) The name and address of the complainant and, if different, the address at which service is provided. (2) The telephone number of the complainant. (3) The account number of the complainant, if applicable. (4) The name of the public utility. (5) A brief statement of the dispute. (6) Whether the dispute formerly has been the subject of a public utility company investigation and report. The complainant shall affirm having first contacted the public utility for the purpose of resolving the problem about which the complainant wishes to file a complaint. If the complainant has not contacted the public utility, the Commission shall direct the complainant to the public utility. (7) Whether the dispute formerly has been the subject of a Commission informal or formal complaint. (8) The date, if any, of proposed termination. (9) The relief sought.

* To make a payment, please call 1-855-748-6066 or pay online at amwater.com/mywater.

Esto es un aviso importante sobre su servicio de agua / alcantarilla. Para la ayuda de la traducción, por favor llamas a Pennsylvania American Water al numero 1-800-565-7292.