

Stevens & Lee

17 N. Second Street, 16th Floor
Harrisburg, PA 17101
(717) 234-1090
www.stevenslee.com

Direct Dial: (717) 724-3445
Email: nicholas.stobbe@stevenslee.com
Direct Fax: (610) 236-4915

March 4, 2026

VIA ELECTRONIC FILING

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

**RE: Kristen Flaherty v. Pennsylvania-American Water Company
Docket No. C-2026-3060306**

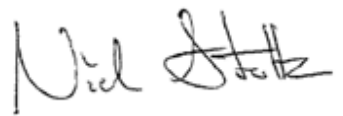
Dear Secretary Homsher:

Enclosed for filing on behalf of Pennsylvania-American Water Company is its Preliminary Objection to the above-referenced Complaint. A copy has been served on the Complainant in accordance with the attached Certificate of Service.

If you have any questions, please feel free to contact me.

Very truly yours,

STEVENS & LEE



Nicholas A. Stobbe

Enc.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

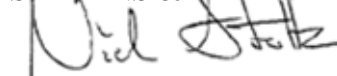
Kristen Flaherty,	:	
Complainant	:	
	:	
v.	:	Docket No. C-2026-3060306
	:	
Pennsylvania-American Water Company,	:	
Respondent	:	

NOTICE TO PLEAD

YOU ARE HEREBY ADVISED THAT, PURSUANT TO 52 PA. CODE § 5.101, YOU MAY FILE AN ANSWER TO THE ENCLOSED PRELIMINARY OBJECTION WITHIN TEN (10) DAYS OF THE DATE OF SERVICE HEREOF. YOUR ANSWER TO THE PRELIMINARY OBJECTION MUST BE FILED WITH THE SECRETARY OF THE PENNSYLVANIA PUBLIC UTILITY COMMISSION, P.O. BOX 3265, HARRISBURG, PA 17105-3265. A COPY SHOULD ALSO BE SERVED ON THE UNDERSIGNED COUNSEL.

Respectfully submitted,

STEVENS & LEE



Nicholas A. Stobbe
Attorney I.D. 329583
Michael A. Gruin,
Attorney I.D. 78625
17 N. 2nd St., 16th Fl.
Harrisburg, PA 17101
Tel. (717) 724-3445
(717) 255-7365
Fax (610) 235-4915
(610) 988-0852
nicholas.stobbe@stevenslee.com
mag@stevenslee.com

DATE: March 4, 2026

*Counsel For Pennsylvania-
American Water Company*

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kristen Flaherty,	:	
Complainant	:	
	:	
v.	:	Docket No. C-2026-3060306
	:	
Pennsylvania-American Water Company,	:	
Respondent	:	

**PRELIMINARY OBJECTION OF PENNSYLVANIA-AMERICAN WATER COMPANY
TO THE COMPLAINT OF KRISTEN FLAHERTY**

AND NOW, comes Pennsylvania-American Water Company (“PAWC” or the “Company”) and hereby files this Preliminary Objection pursuant to the regulations of the Pennsylvania Public Utility Commission (“Commission”) at 52 Pa. Code § 5.101, and respectfully requests that the Formal Complaint filed by Kristen Flaherty (“Complainant”), be dismissed in its entirety and with prejudice as against PAWC because it is legally insufficient and an abuse of the administrative process. PAWC further requests that the Complainant be barred from filing further Complaints against the Company requesting payment agreements until her balance is paid in full.

This is at least the **Ninth** Formal Complaint filed by the Complainant against the Company requesting a new payment agreement, among other things.

Here, through the **Ninth** Complaint, the Complainant once again levies a request for a payment agreement with the Company. The Complainant has had at least seven payment agreements with the Company, one of which was issued by the Commission’s Bureau of Consumer Services (“BCS”) at BCS Case No. 4035853. All those payment agreements have been defaulted upon.

Nothing in the Complainant's Ninth Complaint provides any evidence that she has paid – or made good faith attempts to pay – the now \$7,365.13 balance on her account with PAWC. For these reasons, and those more fully explained below, PAWC submits that the Complainant's Fifth Complaint is legally insufficient and should be summarily dismissed with prejudice because of the Complainant's abuse of the administrative process.

In support thereof, the Company states as follows:

I. BACKGROUND

1. The Company is a “public utility” as the term is defined under the Public Utility Code, 66 Pa. C.S. § 102, subject to the regulatory jurisdiction of the Commission.

2. By Secretarial Letter dated February 11, 2026, the Company was served with the above-captioned Complaint. In the Complaint, the Complainant alleges that the Company is threatening to terminate her service and requests a payment arrangement. (Complaint ¶¶ 4-5).

3. The Complainant receives residential water service from PAWC in her name at 3998 Millers Run Road (“Service Address”) and has since 2019.

4. The Complainant has now filed at least **nine** Formal Complaints against the Company regarding the same or similar subject matter.

5. The instant Complaint is at least the **Ninth** Complaint filed by the Complainant against the Company requesting a payment agreement and/or disputing the issuance of a termination notice. The **Ninth** Complaint is attached hereto as **Appendix A**.¹

6. The Complainant previously filed a Complaint on or around May 21, 2025, at Docket No. C-2025-3055322 (“Eighth Complaint”) requesting a payment agreement. The Eighth Complaint was dismissed via Final Order on January 12, 2026, due to the Complainant's failure

¹ All personally identifiable information, including account numbers, have been redacted from **Appendix A**.

to prosecute the Eighth Complaint at an Evidentiary Hearing. The Eighth Complaint is attached hereto as **Appendix B**.²

7. The Complainant filed a previous Complaint on or around July 3, 2023, at Docket No. C-2023-3041584 (“Seventh Complaint”) requesting a payment agreement. The Seventh Complaint was resolved through the filing of a Certificate of Satisfaction on August 31, 2023. The Seventh Complaint is attached hereto as **Appendix C**.³

8. The Complainant filed another previous Complaint on or around January 30, 2023, at Docket No. C-2023-3037932 (“Sixth Complaint”) requesting a payment agreement. The Sixth Complaint was resolved through the filing of a Certificate of Satisfaction on March 30, 2023. The Sixth Complaint is attached hereto as **Appendix D**.⁴

9. The Complainant filed another previous Complaint on or around July 13, 2022, at Docket No. C-2022-3033697 (“Fifth Complaint”) requesting a payment agreement. The Fifth Complaint was resolved through the filing of a Certificate of Satisfaction on August 31, 2022. The Fifth Complaint is attached hereto as **Appendix E**.⁵

10. The Complainant filed another previous Complaint on or around July 6, 2022, at Docket No. C-2022-3033567 (“Fourth Complaint”) requesting a payment agreement. The Fourth Complaint was resolved through the filing of a Certificate of Satisfaction on August 31, 2022. The Fourth Complaint is attached hereto as **Appendix F**.⁶

11. The Complainant filed another previous Complaint on or around March 3, 2022, at Docket No. C-2022-3031223 (“Third Complaint”) requesting a payment agreement. The Third

² All personally identifiable information, including account numbers, have been redacted from **Appendix B**.

³ All personally identifiable information, including account numbers, have been redacted from **Appendix C**.

⁴ All personally identifiable information, including account numbers, have been redacted from **Appendix D**.

⁵ All personally identifiable information, including account numbers, have been redacted from **Appendix E**.

⁶ All personally identifiable information, including account numbers, have been redacted from **Appendix F**.

Complaint was resolved through a Certificate of Satisfaction filing on May 5, 2022. The Third Complaint is attached hereto as **Appendix G**.⁷

12. The Complainant filed her second Complaint on or around March 1, 2022, at Docket No. C-2022-30331149 (“Second Complaint”) requesting a payment agreement. The Second Complaint was resolved through a Certificate of Satisfaction filing on May 5, 2022. The Second Complaint is attached hereto as **Appendix H**.⁸

13. The Complainant first filed a Complaint on or around February 19, 2020, at Docket No. C-2020-3018721 (“First Complaint”). In the First Complaint, the Complainant requested a payment agreement, among other things. Ultimately, the First Complaint was resolved through the filing of a Certificate of Satisfaction on May 11, 2020. The First Complaint is attached hereto as **Appendix I**.⁹

14. PAWC herein files this Preliminary Objection to the Ninth Complaint. For the reasons explained below, the Company respectfully requests that the Commission summarily dismiss the Ninth Complaint as legally insufficient because of the Complainant’s abuse of the administrative process.

II. STANDARD OF REVIEW

15. Pursuant to the Commission’s regulations, preliminary objections in response to a pleading may be filed on several grounds, including:

- (1) Lack of Commission jurisdiction or improper service of the pleading initiating the proceeding.
- (2) Failure of a pleading to conform to this chapter or the inclusion of scandalous or impertinent matter.

⁷ All personally identifiable information, including account numbers, have been redacted from **Appendix G**.

⁸ All personally identifiable information, including account numbers, have been redacted from **Appendix H**.

⁹ All personally identifiable information, including account numbers, have been redacted from **Appendix I**.

- (3) Insufficient specificity of a pleading.
- (4) Legal insufficiency of a pleading.
- (5) Lack of capacity to sue, nonjoinder of a necessary party or misjoinder of a cause of action
- (6) Pendency of a prior proceeding or agreement for alternative dispute resolution.
- (7) Standing of a party to participate in the proceeding.

52 Pa. Code § 5.101(a).

16. In ruling on preliminary objections, the Presiding Officer must accept as true all well-pled allegations of material facts as well as all inferences reasonable deducible therefrom. *Stilp v. Commonwealth*, 910 A.2d 775, 781 (Pa. Cmwlth. 2006) (“Stilp”) (citing *Dep’t of Gen. Servs. V. Bd. Of Claims*, 881 A.2d 14 (Pa. Cmwlth. 2005)), *affirmed* 974 A.2d 491 (Pa. 2009). However, the Presiding Officer need not accept as true conclusions of law, unwarranted inferences from facts, argumentative allegations, or expressions of opinion. *Stanton-Negley Drug Co. v. Dep’t of Pub. Welfare*, 927 A.2d 671, 673 (Pa. Cmwlth. 2008), *affirmed*, 963 A.2d 670 (Pa. 2009). Notwithstanding, any doubt must be resolved in favor of the non-moving party. *Stilp* at 781.

17. In addition, the Presiding Officer must determine whether, based on the factual pleadings, if recovery is possible. *See Rok v. Flaherty*, 527 A.2d 211, 214 (Pa. Cmwlth. 1987) (citation omitted). Indeed, for preliminary objections to be sustained, it must appear with certainty that the law will permit no recovery. *See Stilp* at 781; *Milliner v. Enck*, 709 A.2d 417, 418 (Pa. Super. 1998) (quoting *Santiago v. Pa. Nat. Mut. Cas. Ins. Co.*, 613 A.2d 1235, 1238 (Pa. Super 1992)).

III. PRELIMINARY OBJECTION

A. PRELIMINARY OBJECTION NO. 1 – THE COMPLAINT IS LEGALLY INSUFFICIENT AND SHOULD BE DISMISSED WITH PREJUDICE, AND

THE COMPLAINANT SHOULD BE BARRED FROM FILING FURTHER COMPLAINTS AGAINST PAWC, BECAUSE OF THE COMPLAINANT'S ABUSE OF ADMINISTRATIVE PROCESS.

18. The Company incorporates by reference Paragraphs 1 through 17, *supra*, as though fully set forth herein.

19. The Complaint should be dismissed as legally insufficient and the Complainant should be barred from filing further Formal Complaints against PAWC until she has paid her balance of \$7,365.13, in full.

20. Through her **Ninth** Complaint, PAWC submits that the Complainant has abused the administrative process.

21. The Commission has held that serial filing of the same or similar complaints can constitute an abuse of administrative process, with proceeding complaints appropriately dismissed with prejudice. *See Feitt v. Peoples Natural Gas Co. LLC*, Docket No. C-2023-3040660 (Final Order entered June 17, 2024); *Moyer v. PPL Elec. Utils. Corp.*, Docket No. C-2022-3031294 (Order entered Dec. 8, 2022) (“The facts of the present case reflect an egregious example of the Complainant’s use of the administrative process to repeatedly raise the same issues which have been previously decided against [Complainant]. This proceeding demonstrates that both the agency and the utility, [], have expended substantial resources to address claims which have been previously reviewed and decided. Accordingly, in these extreme circumstances, in view of the substantial wasteful use of the Commission’s and the respondent’s time, energy and resources, we conclude that dismissal with prejudice is appropriate.”); *See also Jefferson v. UGI Utilities, Inc.*, Docket No. Z-00269892 (Order entered December 26, 1995), *see also, e.g., Charles Nichols III v. Bell-Atlantic-Pennsylvania*, Docket No. C-00956667 (Order entered August 4, 1995).

22. The Commission has also approved the barring of Complainants from filing further complaints in limited circumstances and has directed the Commission's Secretary's Bureau to establish internal processes and procedures to ensure that customers who have been barred by the Commission from filing complaints due to their determined abuse of the complaint process are unable to have their complaints accepted by the Commission. *See Patora v. UGI Utilities, Inc. – Gas Division*, Docket No. C-2024-3050151, *Motion of Chairman Stephen M. DeFrank* (Motion issued Apr. 24, 2025).

23. The instant Complaint is at least the **Ninth** Complaint filed by the Complainant against the Company requesting a payment agreement and/or disputing the issuance of a termination notice. The **Ninth** Complaint is attached hereto as **Appendix A**.¹⁰

24. The Complainant previously filed a Complaint on or around May 21, 2025, at Docket No. C-2025-3055322 (“Eighth Complaint”) requesting a payment agreement. The Eighth Complaint was dismissed via Final Order on January 12, 2026, due to the Complainant's failure to prosecute the Eighth Complaint at an Evidentiary Hearing. The Eighth Complaint is attached hereto as **Appendix B**.¹¹

25. The Complainant filed a previous Complaint on or around July 3, 2023, at Docket No. C-2023-3041584 (“Seventh Complaint”) requesting a payment agreement. The Seventh Complaint was resolved through the filing of a Certificate of Satisfaction on August 31, 2023. The Seventh Complaint is attached hereto as **Appendix C**.¹²

26. The Complainant filed another previous Complaint on or around January 30, 2023, at Docket No. C-2023-3037932 (“Sixth Complaint”) requesting a payment agreement. The Sixth

¹⁰ All personally identifiable information, including account numbers, have been redacted from **Appendix A**.

¹¹ All personally identifiable information, including account numbers, have been redacted from **Appendix B**.

¹² All personally identifiable information, including account numbers, have been redacted from **Appendix C**.

Complaint was resolved through the filing of a Certificate of Satisfaction on March 30, 2023. The Sixth Complaint is attached hereto as **Appendix D**.¹³

27. The Complainant filed another previous Complaint on or around July 13, 2022, at Docket No. C-2022-3033697 (“Fifth Complaint”) requesting a payment agreement. The Fifth Complaint was resolved through the filing of a Certificate of Satisfaction on August 31, 2022. The Fifth Complaint is attached hereto as **Appendix E**.¹⁴

28. The Complainant filed another previous Complaint on or around July 6, 2022, at Docket No. C-2022-3033567 (“Fourth Complaint”) requesting a payment agreement. The Fourth Complaint was resolved through the filing of a Certificate of Satisfaction on August 31, 2022. The Fourth Complaint is attached hereto as **Appendix F**.¹⁵

29. The Complainant filed another previous Complaint on or around March 3, 2022, at Docket No. C-2022-3031223 (“Third Complaint”) requesting a payment agreement. The Third Complaint was resolved through a Certificate of Satisfaction filing on May 5, 2022. The Third Complaint is attached hereto as **Appendix G**.¹⁶

30. The Complainant filed her second Complaint on or around March 1, 2022, at Docket No. C-2022-30331149 (“Second Complaint”) requesting a payment agreement. The Second Complaint was resolved through a Certificate of Satisfaction filing on May 5, 2022. The Second Complaint is attached hereto as **Appendix H**.¹⁷

31. The Complainant first filed a Complaint on or around February 19, 2020, at Docket No. C-2020-3018721 (“First Complaint”). In the First Complaint, the Complainant requested a

¹³ All personally identifiable information, including account numbers, have been redacted from **Appendix D**.

¹⁴ All personally identifiable information, including account numbers, have been redacted from **Appendix E**.

¹⁵ All personally identifiable information, including account numbers, have been redacted from **Appendix F**.

¹⁶ All personally identifiable information, including account numbers, have been redacted from **Appendix G**.

¹⁷ All personally identifiable information, including account numbers, have been redacted from **Appendix H**.

payment agreement, among other things. Ultimately, the First Complaint was resolved through the filing of a Certificate of Satisfaction on May 11, 2020. The First Complaint is attached hereto as **Appendix I**.¹⁸

32. In *Potora v. Pennsylvania-American Water Company*, Docket No. C-2017-2627873 (Opinion and Order entered Aug. 8, 2019) (“*Potora III*”), the Initial Decision explained that “[u]sing Commission processes to avoid termination and avoid paying for utility service is an abuse of the Commission’s administrative processes.”¹⁹ Moreover, the *Potora III*’s Initial Decision explained:

[T]he Commission has determined that using its processes to avoid termination and avoid paying for utility service is an abuse of the Commission’s administrative processes and will not be countenanced. The Commission has previously barred consumer complainants from filing further complaints with the Commission in order to protect the interests of other ratepayers. *Seidenstricker v. Metropolitan Edison Co.*, Docket No. F-2008-2019388 (Order entered July 28, 2009), *Thomas v. Peoples Natural Gas Co.*, Docket No. C-2009-2102194 (Order entered June 17, 2010), *Mazza v. PECO Energy Co.*, Docket No. C-2012-2318472 (Order entered April 23, 2014).

Here the Complainant has requested and received three continuances. When her fourth last minute request for continuance was denied, she failed to appear at the hearing. Her conduct in this proceeding is similar to her conduct in other complaint proceedings concerning other utilities.

In subsequent abuse of process cases, the Commission extended the identifying criteria **to include such factors as the number and the nature of complaints, the number of defaulted payments, the use of tactics to avoid payments and service terminations, and the history of payments.** *DiFilippo v. PECO Energy Company*, Docket No. C-20027116 (Final Order entered October 3, 2002) (DiFilippo) (complainant had abused the Commission’s complaint process by filing three previous complaints which were all dismissed with prejudice and by filing a fourth complaint which contained

¹⁸ All personally identifiable information, including account numbers, have been redacted from **Appendix I**.

¹⁹ *Potora III*, Conclusion of Law No. 4.

impertinent or scandalous matters); *Seidenstricker v. Metropolitan Edison Company*, Docket No. F-2008-2019388 (Opinion and Order entered July 28, 2009) (Seidenstricker) (complainant was an abuser of the system by defaulting on four Bureau of Consumer Services and four Met-Ed payment plans, by using a variety of means to avoid terminations such as filing a bankruptcy proceeding and attempting to transfer her account to her mother and sister, and by invoking the provisions of 66 Pa. C.S. §§ 1521-1533 on 18 occasions); and *Thomas v. Peoples Natural Gas Company*, Docket No. 2009-2102194 (Opinion and Order dated June 17, 2010) (Thomas) (the Commission found the complainant had abused the system by filing three informal complaints which were all dismissed because he had defaulted on a Commission-issued payment arrangement and a formal complaint which was also dismissed for the same reason and the complainant had a very poor history of payments (six payments in 52 months)).²⁰

33. In adopting the Initial Decision, the Commission directed that the Commission’s Secretary’s Bureau “shall without further proceedings, reject or dismiss any formal or informal complaint by Jennifer Potora concerning the arrearages on her account for water service rendered by [PAWC] until all arrearages are paid in full.”²¹

34. Similarly, in *Potora v. Pennsylvania-American Water Company*, Docket No. C-2023-3039542 (Initial Decision issued July 6, 2023) *adopted without further Commission action* (Order entered Aug. 22, 2023) (“*Potora IV*”), the Initial Decision found that the Commission previously found that the Complainant “had abused Commission’s administrative processes through the repeated filing of Complaints about the same dispute, resulting in the Complainant being barred from filing any further Complaints...”²² The Initial Decision further directed that “the Commission’s Secretary’s Bureau and Bureau of Consumer Services shall, without further proceedings, reject or dismiss any formal or informal complaint filed by Jennifer Potora

²⁰ *Potora III* Initial Decision., at pp. 6-9 (internal footnotes omitted).

²¹ *Potora III*, Ordering Paragraph No. 6 (emphasis added).

²² *Potora IV*, at p. 1 (Initial Decision issued July 6, 2023).

concerning the arrearages on her account for water service rendered by Pennsylvania-American Water Company until all arrearages are paid in full.”²³ The Initial Decision was made final without further Commission action.²⁴

35. Here, the Complainant has filed another complaint against PAWC disputing the arrearages and termination procedures related to her water service account. (See Ninth Complaint ¶¶ 4-5.)

36. The Complainant in the instant action is the same Complainant in the previous eight complaints, which also related to the Complainant’s arrearages with the Company and requests for a payment agreement.

37. The Complainant’s water service at issue in the instant proceeding is the same that was at issue in the previous eight complaints.

38. Nothing in the Ninth Complaint establishes that the Complainant has paid – or has attempted in good faith to pay –the arrearages on her water account with the Company.

39. Indeed, as of the date of this Preliminary Objection, the Complainant has not paid her arrearages in full for years and carries a balance in arrears with the Company of \$7,365.13. The Complainant has only made a total of five successful payments on her account with the Company since the account was established in 2019.

40. Additionally, the Complainant has a history of filing similar complaints against other public utilities in the Commonwealth of Pennsylvania.²⁵

²³ *Id.*, Ordering Paragraph No. 6.

²⁴ See *Potora IV* (Order entered Aug. 22, 2023).

²⁵ See e.g., *Flaherty v. Columbia Gas of Pa., Inc.* Docket No. C-2022-3031205; *Flaherty v. West Penn Power Co.*, Docket No. C-2022-3031846; *Flaherty v. Columbia Gas of Pa., Inc.* Docket No. C-2022-3033548; *Flaherty v. Columbia Gas of Pa., Inc.*, Docket No. C-2022-3034018; *Flaherty v. Duquesne Light Co.*, Docket No. C-2022-3035389; *Flaherty v. Columbia Gas of Pa., Inc.*, Docket No. C-2023-3039238; *Flaherty v. Columbia Gas of Pa., Inc.*, Docket No. C-2023-3039291; *Flaherty v. Duquesne Light Co.*, Docket No. C-2023-3039314; *Flaherty v. West Penn Power Co.*, Docket No. C-2023-3039663; *Flaherty v. West Penn Power Co.*, Docket No. C-2023-3041914;

41. Therefore, PAWC submits that the Ninth Complaint should be dismissed without further proceedings in accordance with the Commission's guidance in both *Potora III* and *Potora IV*, when coupled with the Complainant's longstanding practice of abusing the administrative process against PAWC and other public utilities.

42. Thus, PAWC submits that the Complainant's Ninth Complaint is legally insufficient and should be summarily dismissed with prejudice pursuant to 52 Pa. Code § 5.101(a)(4).

Flaherty v. Columbia Gas of Pa., Inc., Docket No. C-2024-3051569; *Flaherty v. Columbia Gas of Pa., Inc.*, Docket No. C-2025-3054380; *Flaherty v. FirstEnergy Pennsylvania Electric Co.*, Docket No. C-2025-3054497; *Flaherty v. Columbia Gas of Pa., Inc.*, Docket No. C-2025-3057707.

IV. CONCLUSION

WHEREFORE, for the foregoing reasons, Pennsylvania-American Water Company respectfully requests that the above-captioned Ninth Formal Complaint filed by Kristen Flaherty at Docket No. C-2026-3060306 be dismissed in its entirety and with prejudice pursuant to 52 Pa. Code § 5.101(a)(4).

Respectfully submitted,

STEVENS & LEE



Nicholas A. Stobbe
Attorney I.D. 329583
Michael A. Gruin,
Attorney I.D. 78625
17 N. 2nd St., 16th Fl.
Harrisburg, PA 17101
Tel. (717) 724-3445
(717) 255-7365
Fax (610) 235-4915
(610) 988-0852
nicholas.stobbe@stevenslee.com
mag@stevenslee.com

DATE: March 4, 2026

*Counsel For Pennsylvania-
American Water Company*

Appendix A

FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Kristen Flaherty

Street/P.O. Box 3998 Millers Run Road Apt# _____

City McDonald State PA Zip 15057

County Washington

Telephone Number(s) Where We Can Contact You During the Day:

Home: _____ Mobile: 724-579-3975

Email Address hockeymomk10@outlook.com

Utility Account Number (from your bill) [REDACTED]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____ Apt# _____

City _____ State _____ Zip _____

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Pennsylvania American Water Company

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | | | |
|-------------------------------------|------------------|--------------------------|---|
| <input type="checkbox"/> | Electric | <input type="checkbox"/> | Storm Water |
| <input type="checkbox"/> | Gas | <input type="checkbox"/> | Steam Heat |
| <input checked="" type="checkbox"/> | Water | <input type="checkbox"/> | Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> | Wastewater/Sewer | <input type="checkbox"/> | Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

Payment arrangement

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is “yes,” attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

Note: You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes BCS #4035853-Timely appeal never received.-AEL-2/6/26

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is **REQUIRED** to select **ONE** of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1

eFILING: This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2

FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.

IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint** as an individual on your own behalf, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You must sign and date your complaint. If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

Verification:

I, Kristen Flaherty, **hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).**

Kristen Flaherty
(Signature of Complainant)

02/05/2026
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

REMINDERS

- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

A large, empty rectangular box with a thin black border, occupying most of the page below the header. It is intended for providing additional space if needed.

Account Number	[REDACTED]
Pay Before	02/09/2026
Total Due	2,439.97

For Service To: 3998 MILLERS RUN RD
 MC DONALD, PA 15057-2859



001449 1 AB 0.636 01450/001450/002412 7 02 VE5EB7 001
KRISTEN L. FLAHERTY
 3517 WASHINGTON AVE APT A
 FINLEYVILLE PA 15332-1387

TIME SENSITIVE NOTICE:

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.

IMPORTANT: 10 DAY SHUT OFF NOTICE
 Please read and take the steps needed to avoid your service from being shut off.

PAY THIS AMOUNT	\$2,439.97	PRIOR TO	02/09/2026
PAY THIS AMOUNT	\$6,594.36	ON OR AFTER	02/09/2026

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 02/09/2026. You can prevent termination of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

TO STOP THE SHUT OFF, YOU MUST PAY THE AMOUNT OVERDUE OR YOU MUST CALL US AT 1-855-669-8753 IF:

PARA DETENER EL CIERRE, usted debe pagar la cantidad vencida O Usted debe llamar al 1-855-669-8753, si usted tiene alguna pregunta o necesita más información.

1. You cannot pay the overdue amount and would like to discuss your eligibility to enter into a payment arrangement.
2. You dispute the overdue amount or have a question regarding your bill.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition that will be aggravated by the cessation of service. We will not shut off your service during such illness provided you:

- (a) Have a licensed physician, nurse practitioner or physician's assistant certify by in writing that such illness exists and that it may be aggravated if your service is stopped; and
- (b) Make some equitable arrangement to pay the company your current bills for service.
- (c) Contact us by calling the following number: 1-855-669-8753 or writing to us at: Pennsylvania American Water, PO Box 2798, Camden, NJ 08101.
- (d) Have your licensed physician, nurse practitioner or physician's assistant send a signed written document to the utility within 3 days certifying that a customer or member of the customer's household is seriously ill or has been diagnosed with a medical condition which requires the continuation of service to treat the medical condition.

If someone living in your home is seriously ill or has a medical condition that will be aggravated by the cessation of service, you have the right to make a verbal declaration of a medical emergency, which will delay termination of service for at least 3 days while you seek to obtain a medical certificate.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due and a service charge of \$30.00 before service is reconnected.

CONVENIENT PAYMENT OPTIONS

Pay your bill online:
www.amwater.com/myaccount

Pay by Phone: 855-748-6066
 24 hours a day, seven days a week
TTY/TDD FOR THE HEARING IMPAIRED: 711 (and then reference Customer Service number listed above)

Pay in person: for a list of approved payment locations, visit www.amwater.com/myaccount

Appendix B

FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Kristen Flaherty

Street/P.O. Box 3998 Millers Run Road Apt# _____

City McDonald State PA Zip 15057

County Washington

Telephone Number(s) Where We Can Contact You During the Day:
 Home: _____ Mobile: 7245793975

Email Address hockeymomk10@gmail.com

Utility Account Number (from your bill) ██████████

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____ Apt# _____

City _____ State _____ Zip _____

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Pennsylvania American Water

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | | | |
|-------------------------------------|------------------|--------------------------|---|
| <input type="checkbox"/> | Electric | <input type="checkbox"/> | Storm Water |
| <input type="checkbox"/> | Gas | <input type="checkbox"/> | Steam Heat |
| <input checked="" type="checkbox"/> | Water | <input type="checkbox"/> | Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> | Wastewater/Sewer | <input type="checkbox"/> | Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

Would like a new payment arrangement

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is “yes,” attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

Note: You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes BCS #4035853 - closed 12/18/24. AD

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is **REQUIRED** to select **ONE** of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1

eFILING: This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2

FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.

IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint as an individual on your own behalf**, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You must sign and date your complaint. If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

Verification:

I, Kristen Flaherty, *hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).*

Kristen Flaherty
(Signature of Complainant)

05-21-2025
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

REMINDERS

- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

A large, empty rectangular box with a thin black border, occupying most of the page below the header. It is intended for providing additional space if needed.

Appendix C

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), email address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Kristen Flaherty
Street/P.O. Box 349 Oldfalkson Rd Apt # _____
City Pittsburgh State PA Zip 15228
County Allegheny

Telephone Number(s) Where We Can Contact You During the Day (required):

(724) 579 3975 (home) (724) 579 3975 (mobile)

Email Address (required): kflahertyk10@gmail.com

Utility Account Number (from your bill) _____

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name Kristen Flaherty
Street/P.O. Box 3998 Millers Run Rd
City McDonald State PA Zip 15057

2. Methods of Communication by the Commission

You have three options on how you would like to receive all communication from the Commission about your Complaint. By selecting one of the following three options, you are agreeing to receive all hearing notices, orders, and related documents about your Complaint in the manner selected.

Select one of the following options for receiving all communications from the Commission:

- a. **eFiling:** You agree to open and use an eFiling account – free of charge through the Commission’s website. By selecting this method you will be eServed. (This is the best way to receive, file, and submit documents).

Initial here if you are selecting eFiling: KLF
(And create an eFiling account at <http://www.puc.pa.gov/efiling/default.aspx>)

b. **Email:** You agree to receive all documents by email (using the email you provided on page 1). Please note that you will only be able to receive documents from the Commission by email and will not be able to file documents by Email or Fax. To submit documents to the Commission you must create an eFiling account accessed at <http://www.puc.pa.gov/efiling/default.aspx> or mail your submissions.

Initial here if you are selecting Email service: _____

c. **First Class Mail:** You agree to be served only by First Class Mail (at the address on page 1 of this form).

Initial here if you are selecting First Class Mail service: _____

***If you do not select one of the three options above, the Commission will serve all documents to you by First Class Mail at the address listed on page 1 of this form.**

3. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PAWC - Pennsylvania American Water

4. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- Electric Gas Water Wastewater/Sewer Storm Water
 Steam Heat Motor Carrier (taxi, moving co., limo)
 Telephone/Telecommunications (local, long distance)

5. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
 I would like a payment agreement.
 Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
 I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
 Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

6. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I now have zero income
and am requesting a new
payment arrangement

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

7. Protection From Abuse (PFA)/ Domestic Violence

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order or any other order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

8. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 9. No further contact with the utility or company is required. If you answered no, answer the question in Section 8 b. and answer the question in Section 8 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

9. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and email address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

10. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. **If you do not sign the Formal Complaint, the PUC will not accept it.**

Verification:

I, Kristen Flaherty, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Kristen Flaherty
(Signature of Complainant)

7/3/23
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

11. How to File Your Formal Complaint

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

If you are appealing a BCS decision: follow the directions in the cover letter you received from the Secretary's Bureau with the formal complaint form. **ONLY** Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be efiled or mailed.**

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records. Please know that your complaint form and the utility's answer will not be published to the PUC's website. Once your complaint case moves to the Office of Administrative Law Judge, any filings you make should be marked confidential if you do not want them published to the website.

For Service To: 3998 MILLERS RUN RD
MC DONALD, PA 15057-2859

Account Number	[REDACTED]	06/28/20
Pay Before	07/10/2023	
Total Due	260.31	



003241 1 AB 0.504 03242/003247/005818 13 02 VC2MGP 001

KRISTEN L. FLAHERTY
349 OLD GILKESON RD
PITTSBURGH PA 15228-1062

TIME SENSITIVE NOTICE:

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.

IMPORTANT: 10 DAY SHUT OFF NOTICE
Please read and take the steps needed to avoid your service from being shut off.

PAY THIS AMOUNT	\$260.31	PRIOR TO	07/10/2023
PAY THIS AMOUNT	\$2,313.76	ON OR AFTER	07/10/2023

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 07/10/2023. You can prevent termination of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

TO STOP THE SHUT OFF, YOU MUST PAY THE AMOUNT OVERDUE OR YOU MUST CALL US AT 1-855-669-8753 IF:

PARA DETENER EL CIERRE, usted debe pagar la cantidad vencida O Usted debe llamar al 1-855-669-8753, si usted tiene alguna pregunta o necesita más información.

1. You cannot pay the overdue amount and would like to discuss your eligibility to enter into a payment arrangement.
2. You dispute the overdue amount or have a question regarding your bill.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition that will be aggravated by the cessation of service. We will not shut off your service during such illness provided you:

- (a) Have a licensed physician, nurse practitioner or physician's assistant certify by in writing that such illness exists and that it may be aggravated if your service is stopped; and
- (b) Make some equitable arrangement to pay the company your current bills for service.
- (c) Contact us by calling the following number: 1-855-669-8753 or writing to us at: Pennsylvania American Water, PO Box 2798, Camden, NJ 08101.
- (d) Have your licensed physician, nurse practitioner or physician's assistant send a signed written document to the utility within 3 days certifying that a customer or member of the customer's household is seriously ill or has been diagnosed with a medical condition which requires the continuation of service to treat the medical condition.

If someone living in your home is seriously ill or has a medical condition that will be aggravated by the cessation of service, you have the right to make a verbal declaration of a medical emergency, which will delay termination of service for at least 3 days while you seek to obtain a medical certificate.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due and a service charge of \$30.00 before service is reconnected.

CONVENIENT PAYMENT OPTIONS



Pay your bill online:
www.amwater.com/myaccount



Pay by Phone: 855-748-6066
24 hours a day, seven days a week
TTY/TDD FOR THE HEARING
IMPAIRED: 711 (and then
reference Customer Service
number listed above)



Pay in person: for a list of approved payment locations, visit www.amwater.com/myaccount

Appendix D

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Kristen Flaherty

Street/P.O. Box 349 Old Gillasun Rd Apt # _____

City Pittsburgh State PA Zip 15220

County Allegheny

Telephone Number(s) Where We Can Contact You During the Day:

() _____ (home) (724) 579-3975 (mobile)

E-mail Address (optional): hockeymomk10@outlook.com

Utility Account Number (from your bill) _____

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name Kristen Flaherty

Street/P.O. Box 3998 Millers Run Rd

City McDonald State PA Zip 15057

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Pennsylvania American Water

3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input checked="" type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Looking for a ~~payor~~ arrangement
please

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. **Damage claims** may be sought in an appropriate civil court.

6. **Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prior Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Could not provide me a
payment arrangement

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. **If you do not sign the Formal Complaint, the PUC will not accept it.**

Verification:

I, Kristen Flaherty, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Kristen Flaherty
(Signature of Complainant)

1/30/23
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. Two Ways to File Your Formal Complaint

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

For Service To: 3998 MILLERS RUN RD
MC DONALD, PA 15057-2859

Account Number	[REDACTED]	01/26/2023
Pay Before	02/06/2023	
Total Due	93.11	



040212 1 AB 0.504 40222/040229/055728 117 02 VC22SX 00

KRISTEN L. FLAHERTY
349 OLD GILKESON RD
PITTSBURGH PA 15228-1062

TIME SENSITIVE NOTICE:

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.

IMPORTANT: 10 DAY SHUT OFF NOTICE
Please read and take the steps needed to avoid your service from being shut off.

PAY THIS AMOUNT \$93.11 PRIOR TO 02/06/2023

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 02/06/2023. You can prevent termination of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

TO STOP THE SHUT OFF, YOU MUST PAY THE AMOUNT OVERDUE OR YOU MUST CALL US AT 1-855-669-8753 IF:

PARA DETENER EL CIERRE, usted debe pagar la cantidad vencida O Usted debe llamar al 1-855-669-8753, si usted tiene alguna pregunta o necesita más información.

1. You cannot pay the overdue amount and would like to discuss your eligibility to enter into a payment arrangement.
2. You dispute the overdue amount or have a question regarding your bill.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition that will be aggravated by the cessation of service. We will not shut off your service during such illness provided you:

- (a) Have a licensed physician, nurse practitioner or physician's assistant certify by in writing that such illness exists and that it may be aggravated if your service is stopped; and
- (b) Make some equitable arrangement to pay the company your current bills for service.
- (c) Contact us by calling the following number: 1-855-669-8753 or writing to us at: Pennsylvania American Water, PO Box 2798, Camden, NJ 08101.
- (d) Have your licensed physician, nurse practitioner or physician's assistant send a signed written document to the utility within 3 days certifying that a customer or member of the customer's household is seriously ill or has been diagnosed with a medical condition which requires the continuation of service to treat the medical condition.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due and a service charge of \$30.00 before service is reconnected.

Special protections are also available for tenants if the landlord is responsible for paying the bill. Please contact us at 1-800-565-7292 to obtain more information on these protections.

CONVENIENT PAYMENT OPTIONS

 <p>Pay your bill online: www.amwater.com/myaccount</p>	 <p>Pay by Phone: 855-748-6066 24 hours a day, seven days a week TTY/TDD FOR THE HEARING IMPAIRED: 711 (and then reference Customer Service number listed above)</p>	 <p>Pay in person: for a list of approved payment locations, visit www.amwater.com/myaccount</p>
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Appendix E

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Kristen Flaherty
Street/P.O. Box 349 Old Gilkeson Road Apt #
City McDonald State PA Zip 15228
County Allegheny

Telephone Number(s) Where We Can Contact You During the Day (required):
() (home) () 724-579-3975 (mobile)

E-mail Address (required): hockeymomk10@gmail.com

Utility Account Number (from your bill)

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name
Street/P.O. Box
City State Zip

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Pennsylvania American Water

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> STORM WATER |
| <input type="checkbox"/> GAS | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> WATER | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> STEAM HEAT | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.

- I would like a payment agreement.

- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

My son was admitted to the hospital on 4/30/2022 in the ICU unit. Went in as an ER patient and 4 surgeries later within 12 hours was admitted to the ICU. He stayed in the hospital until 5/20/2022. This has caused me to miss work and had no income during this time. I am still trying to play catch up on all bills. Between copayments, deductibles and prescriptions for him I have been in a financial hardship. I am requesting a new affordable payment plan as I had a \$0 balance before all this started.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)/ Domestic Violence

Has a court granted you a “Protection From Abuse” order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a “Protection From Abuse” order or any other order for your personal safety or welfare?

YES
NO

If your answer to the above question is “yes,” attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC’s Bureau of Consumer Services (BCS)?

YES
NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES
NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. **If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.**

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. **If you do not sign the Formal Complaint, the PUC will not accept it.**

Verification:

I Kristen Flaherty, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Kristen Flaherty 07/06/2022

(Signature of Complainant) (Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. How to File Your Formal Complaint

Electronically. You must create an account on the PUC’s eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you are appealing a BCS decision: follow the directions in the cover letter you received from the Secretary’s Bureau with the formal complaint form. **ONLY** Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

If you have any questions about filling out this form, please contact the Secretary’s Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.
Please know that your complaint form and the utility’s answer will not be published to the PUC’s website. Once your complaint case moves to the Office of Administrative Law Judge, any filings you make should be marked confidential if you do not want them published to the website.

Appendix F

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

*Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an informal complaint.*

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Kristen Flaherty

Street/P.O. Box 349 Old Gilkeson Road Apt # _____

City McDonald State PA Zip 15228

County Allegheny

Telephone Number(s) Where We Can Contact You During the Day (required):

(_____) _____ (home) (_____) 724-579-3975 (mobile)

E-mail Address (required): hockeymomk10@gmail.com

Utility Account Number (from your bill) _____ 

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name Kristen Flaherty

Street/P.O. Box 3998 Millers Run Road

City McDonald State PA Zip 15057

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Pennsylvania American Water

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> STORM WATER |
| <input type="checkbox"/> GAS | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> WATER | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> STEAM HEAT | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.

- I would like a payment agreement.

- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

My son was admitted to the hospital on 4/30/2022 in the ICU unit. Went in as an ER patient and 4 surgeries later within 12 hours was admitted to the ICU. He stayed in the hospital until 5/20/2022. This has caused me to miss work and had no income during this time. I am still trying to play catch up on all bills. Between copayments, deductibles and prescriptions for him I have been in a financial hardship. I am requesting a new affordable payment plan as I had a \$0 balance before all this started.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)/ Domestic Violence

Has a court granted you a “Protection From Abuse” order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a “Protection From Abuse” order or any other order for your personal safety or welfare?

YES
NO

If your answer to the above question is “yes,” attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC’s Bureau of Consumer Services (BCS)?

YES
NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES
NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. **If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.**

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. **If you do not sign the Formal Complaint, the PUC will not accept it.**

Verification:

I Kristen Flaherty, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Kristen Flaherty 07/06/2022

(Signature of Complainant) (Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. How to File Your Formal Complaint

Electronically. You must create an account on the PUC’s eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you are appealing a BCS decision: follow the directions in the cover letter you received from the Secretary’s Bureau with the formal complaint form. **ONLY** Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

If you have any questions about filling out this form, please contact the Secretary’s Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.
Please know that your complaint form and the utility’s answer will not be published to the PUC’s website. Once your complaint case moves to the Office of Administrative Law Judge, any filings you make **should be marked confidential if you do not want them published to the website.**

For Service To: 3998 MILLERS RUN RD
MC DONALD, PA 15057-2859

Account Number	
Pay Before	07/11/2022
Total Due	106.56

06/28/2022

0007240010283140102000

KRISTEN L. FLAHERTY
349 OLD GILKESON RD
PITTSBURGH, PA 15228-1062

TIME SENSITIVE NOTICE:

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.

IMPORTANT: 10 DAY SHUT OFF NOTICE

Please read and take the steps needed to avoid your service from being shut off.

PAY THIS AMOUNT \$106.56 PRIOR TO 07/11/2022

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 07/11/2022. You can prevent termination of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

TO STOP THE SHUT OFF, YOU MUST PAY THE AMOUNT OVERDUE OR YOU MUST CALL US AT 1-855-669-8753 IF:

PARA DETENER EL CIERRE, usted debe pagar la cantidad vencida O Usted debe llamar al 1-855-669-8753, si usted tiene alguna pregunta o necesita más información.

1. You cannot pay the overdue amount and would like to discuss your eligibility to enter into a payment arrangement.
2. You dispute the overdue amount or have a question regarding your bill.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition that will be aggravated by the cessation of service. We will not shut off your service during such illness provided you:

- (a) Have a licensed physician, nurse practitioner or physician's assistant certify by in writing that such illness exists and that it may be aggravated if your service is stopped; and
- (b) Make some equitable arrangement to pay the company your current bills for service.
- (c) Contact us by calling the following number: 1-855-669-8753 or writing to us at: Pennsylvania American Water, PO Box 2798, Camden, NJ 08101.
- (d) Have your licensed physician, nurse practitioner or physician's assistant send a signed written document to the utility within 3 days certifying that a customer or member of the customer's household is seriously ill or has been diagnosed with a medical condition which requires the continuation of service to treat the medical condition.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due and a service charge of \$30.00 before service is reconnected.

Special protections are also available for tenants if the landlord is responsible for paying the bill. Please contact us at 1-800-565-7292 to obtain more information on these protections.

CONVENIENT PAYMENT OPTIONS



Pay your bill online:
www.amwater.com/myaccount



Pay by Phone: 855-748-6066
24 hours a day, seven days a week
TTY/TDD FOR THE HEARING
IMPAIRED: 711 (and then
reference Customer Service
number listed above)



Pay in person: for a list of approved payment locations, visit www.amwater.com/myaccount

Appendix G

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Kristen Flaheety

Street/P.O. Box 349 Old Gilkeson Rd Apt # _____

City Pittsburgh State PA Zip 15228

County Allegheny

Telephone Number(s) Where We Can Contact You During the Day:

(____) _____ (home) (~~724~~ ⁷²⁴) 579 3975 (mobile)

E-mail Address (optional): kristen-flaheety@comcast.net

Utility Account Number (from your bill) 

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Pennsylvania American Water

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input checked="" type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.

Shut off 3/7/2022

- I would like a payment agreement.

Please provide a new payment arrangement

- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. **Requested Relief**

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Provide a new
payment arrangement
I cannot afford the one
they provided to me

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility **AND** your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility **AND** (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

They cannot give me a new arrangement

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. **Legal Representation**

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

For Service To: 349 OLD GILKESON RD
PITTSBURGH, PA 15228-1062

Account Number	[REDACTED]	02/25/2022
Pay Before	03/07/2022	
Total Due	399.27	



001373 1 AB 0.458 01374/001374/001455 5 02 VC0VUC 001

KRISTEN L. FLAHERTY
349 OLD GILKESON RD
PITTSBURGH PA 15228-1062

TIME SENSITIVE NOTICE:

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.

IMPORTANT: 10 DAY SHUT OFF NOTICE
Please read and take the steps needed to avoid your service from being shut off.

PAY THIS AMOUNT \$399.27 PRIOR TO 03/07/2022

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 03/07/2022. You can prevent termination of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

TO STOP THE SHUT OFF, YOU MUST PAY THE AMOUNT OVERDUE OR YOU MUST CALL US AT 1-855-669-8753 IF:

PARA DETENER EL CIERRE, usted debe pagar la cantidad vencida O Usted debe llamar al 1-855-669-8753, si usted tiene alguna pregunta o necesita más información.

1. You cannot pay the overdue amount and would like to discuss your eligibility to enter into a payment arrangement.
2. You dispute the overdue amount or have a question regarding your bill.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition that will be aggravated by the cessation of service. We will not shut off your service during such illness provided you:

- (a) Have a licensed physician, nurse practitioner or physician's assistant certify by in writing that such illness exists and that it may be aggravated if your service is stopped; and
- (b) Make some equitable arrangement to pay the company your current bills for service.
- (c) Contact us by calling the following number: 1-855-669-8753 or writing to us at: Pennsylvania American Water, PO Box 578, Alton, IL 62002.
- (d) Have your licensed physician, nurse practitioner or physician's assistant send a signed written document to the utility within 3 days certifying that a customer or member of the customer's household is seriously ill or has been diagnosed with a medical condition which requires the continuation of service to treat the medical condition.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due and a service charge of \$30.00 before service is reconnected.

Special protections are also available for tenants if the landlord is responsible for paying the bill. Please contact us at 1-800-565-7292 to obtain more information on these protections.

CONVENIENT PAYMENT OPTIONS



Pay your bill online:
www.amwater.com/myaccount



Pay by Phone: 855-748-6066
24 hours a day, seven days a week
TTY/TDD FOR THE HEARING
IMPAIRED: 711 (and then
reference Customer Service
number listed above)



Pay in person: for a list of approved payment locations, visit www.amwater.com/myaccount



WE KEEP LIFE FLOWING™

Service Address:

KRISTEN L. FLAHERTY
349 OLD GILKESON RD
PITTSBURGH, PA 15228-1062



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- The Due Date shown on your bill applies to current charges only. **However, \$269.30 is past due and should be paid immediately.** To set up a payment arrangement or see what other bill assistance options may be available to you, please contact us.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.pennsylvaniaamwater.comView your account information or pay your bill anytime at: www.amwater.com/MyAccountPay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may applyCustomer Service: 1-800-565-7292
M-F 7:00am to 7:00pm – Emergencies 24/7PENNSYLVANIA AMERICAN WATER
PO BOX 371412
PITTSBURGH, PA. 15250-7412

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records.

Statement

Account No. [REDACTED]

Total Amount Due: **\$486.47**Payment Due By: **February 25, 2022**

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: February 03, 2022

Service Period: Jan 06 to Feb 02 (28 Days)

Total Gallons: 3,100

Account Summary – See page 3 for Account Detail

Prior Billing:		\$429.27
Payments:	-	\$0.00
Balance Forward:	=	\$429.27
Service Related Charges:	+	\$57.20
Total Balance (to pay in full):	=	\$486.47

Installment Plan Amount:		\$159.97
Total Current Period Charges:	+	\$57.20
Past Due Installment Amount*	+	\$200.00
Additional Due Amount*	+	\$69.30
Total Due - Pay This Amount:	=	\$486.47

Account No. [REDACTED]

Total Amount Due: **\$486.47**Payment Due By: **February 25, 2022**

If paying after 2/25/22, pay this amount: \$493.77

Amount Enclosed \$



WE KEEP LIFE FLOWING™

P.O. BOX 91623
RANTOUL, IL 61866-8623Service to: 349 OLD GILKESON RD
PITTSBURGH, PA 15228-1062

KRISTEN L. FLAHERTY
349 OLD GILKESON RD
PITTSBURGH, PA 15228-1062

PENNSYLVANIA AMERICAN WATER
PO BOX 371412
PITTSBURGH, PA. 15250-7412

Messages from Pennsylvania American Water

- The PA Public Utility Commission approved a 2-year stepped-in water rate increase for Pennsylvania American Water effective Jan. 28, 2021. The average monthly residential water bill will increase in Jan. 2022 by \$0.88 (1.4%) for the second step of the rate increase. This increase will continue to be offset in 2022 by a bill credit of 1.56%, reflecting company tax savings flowing back to customers, which is listed on your bill as a line item titled "Deferred Tax Credit."
- Effective July 1, 2021, the Water Distribution System Improvement Charge changed from -0.11% to 0.00%. This charge funds the replacement of water distribution system facilities.
- Approximately 3.58 percent, or \$2.05 of state taxes are included in your current bill.

What's the best way to reach you

IN CASE OF AN EMERGENCY



We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit **My Account** at www.amwater.com/myaccount to choose how you want to be notified and enter your contact information.



CUSTOMER SERVICE: 1-800-565-7292
 HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
 TTY/TDD FOR THE HEARING IMPAIRED: 711
 (and then reference Customer Service number listed above)

SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit pennsylvaniaamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dollar Energy Fund, at 1-888-282-6816.

EXPLANATION OF FEES AND OTHER TERMS

- Distribution System Improvement Charge (DSIC):** A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge, as approved by the Pennsylvania Public Utility Commission (PUC), will change every three months based on work completed. It will not exceed 7.5% of your bill.
- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

- State Tax Surcharges:** This PUC-approved charge allows the company to recover costs specific to state taxes.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Inquiries/Disputes:** For inquiries about your bill, please register any question or complaint about the bill prior to the due date. Contact customer service Monday–Friday from 7 a.m. to 7 p.m. by calling 1-800-565-7292. To register your complaint by mail, send written correspondence to PO Box 2798, Camden, NJ 08101.
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at pennsylvaniaamwater.com. Under Customer Service & Billing, select Your Water and Wastewater Rates.
- Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 1-888-378-4458.
- Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

WE KEEP LIFE FLOWING™

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
██████████	100 gal	5/8"	01/06/2022	02/02/2022	4,664 (A)	4,695 (A)	31	31.00	3,100

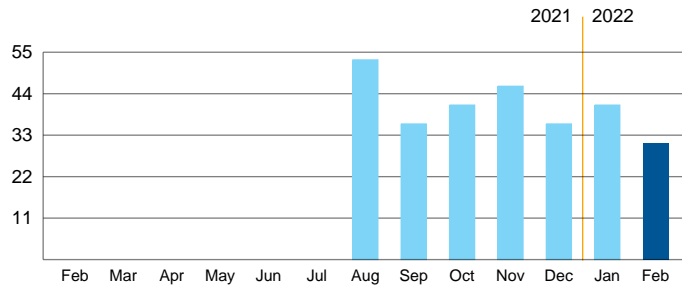
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 3,100

Billed Usage History (graph shown in 100 gallons)

- 3,100 gallons = usage for this period
- 0 gallons = usage for same period last year


Next Scheduled Read Date: on or about March 02, 2022
Account Type: Residential

Average
daily use for
this period is:
(28 days)

111
gallons

Year to Date Billed Usage: 7,200 gallons

Account Detail

Account No. ██████████

Service To: 349 OLD GILKESON RD PITTSBURGH, PA 15228-1062

Prior Billing 429.27

Payments 0.00

Balance Forward 429.27

Service Related Charges - 01/06/22 to 02/02/22

💧 **Water Service** 57.20

Water Service Charge 17.50

Water Usage Charge (31 x \$1.31) 40.61

Deferred Tax Credit (\$58.11 x -1.56%) -0.91

Total Service Related Charges 57.20

Total Current Period Charges 57.20

Total Balance (to pay in full) 486.47

Installment Plan Amount 159.97

Total Current Period Charges 57.20

Past Due Installment Amount 200.00

Additional Due Amount 69.30

Total Amount Due ➡ **\$486.47**

Installment Plan Summary

Beginning Past Due Balance \$359.97

Remaining Installment Plan Balance \$359.97

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 888-378-4458.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

 For more information about your charges and rates, please visit:
<https://amwater.com/paaw/rates>

Number of Installments Remaining 2

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.



Appendix H

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Kristen Flaherty

Street/P.O. Box 3490 Id. Gilkeson Rd. Apt # _____

City Pittsburgh State PA Zip 15228

County Allegheny

Telephone Number(s) Where We Can Contact You During the Day (required):

() _____ (home) (724) 579 3975 (mobile)

E-mail Address (required): hockeymomk10@gmail.com

Utility Account Number (from your bill) 

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name Kristen Flaherty

Street/P.O. Box 3998 Millers Run Rd.

City McDonald State PA Zip 15057

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Pennsylvania American Water

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> STORM WATER |
| <input type="checkbox"/> GAS | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> WATER | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> STEAM HEAT | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.

Shut off notice for 2/22/2022

- I would like a payment agreement.

Covid changed my income and I need a new arrangement.

- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

- Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. **Requested Relief**

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Please offer a new payment arrangement. I cannot pay the amount that was formally agreed to.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)/ Domestic Violence

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order or any other order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Because I didnt comply with the arrangement they cant offer me a new arrangement.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

Appendix I

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

RECEIVED

FEB 12 2020

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Kristen Flaherty

Street/P.O. Box 349 Old Gilkeson Rd Apt #

City P. Htsburgh State PA Zip 15228

County ~~Wash~~ Allegheny

Telephone Number(s) Where We Can Contact You During the Day:

() (home) (724) 579-3975 (mobile)

E-mail Address (optional): hockey mom k10@gmail.com

Utility Account Number (from your bill) [REDACTED]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name Kristen Flaherty

Street/P.O. Box 3998 Millers Run Rd.

City McDonald State PA Zip 15057

(Washington County)

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Pennsylvania American Water

- acct # in my name & the (opened) current account for 4/2019 the service address is



3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC
- GAS
- WATER
- STEAM HEAT
- WASTEWATER/SEWER
- TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- MOTOR CARRIER (e.g. taxi, moving company, limousine)

4. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

The utility is threatening to shut off my service or has already shut off my service.

I would like a payment agreement.

Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

Other (explain).

(acct closed 4/2019)
acct # that was in my
ex husbands name for the
service address was

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I am looking for an acceptable arrangement for a plan (payment) that will work with my financial situation. My ex husband has left a huge balance for me to take care of and without his income the former arrangement is something that I cannot handle on my own. The old account was in his name. The new account is in my name.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. **Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prior Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. **Legal Representation**

If you are filing a Formal Complaint as an individual on your own behalf, you are **not** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept** it.

Verification:

I Kristen Flaherty, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Kristen Flaherty
(Signature of Complainant)

2/12/2020
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept** it.

10. **Two Ways to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will **not** be accepted.

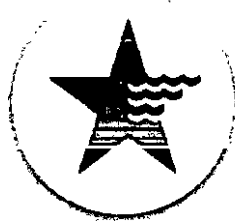
If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

RECEIVED

FEB 12 2020

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



[Redacted]

Email: [Redacted]

Primary Phone: [Redacted]

Customer Since: [Redacted]

Last Login:

3998 Millers Run Rd,
Mc Donald, PA 15057

 MESSAGES ▾

ACCOUNT



OPEI

You do not have any alerts.

Amount Due

\$0.00

Payment not required at this time

Service Period: Feb 19 to Mar 18, 2019

[Make a Payment](#)

Account No: [Redacted]

Status - Closed

 Meters

Account Type: Residential

Service Type:

 Water

S/N: [Redacted]

Size: 5/8"

Location: Inside

Installation Date: 07/13/2013

Account Summary

Prior Bill	\$408.26
Late Payment Charge	\$32.80
Balance Forward	\$1,938.67
Current Charges	\$106.48
Total Amount Due	\$0.00

[View Billing and Payments](#)



WE KEEP LIFE FLOWING™

Monthly Statement

Account No. [REDACTED]	
Total Amount Due	\$2,077.95
Payment Due By:	April 25, 2019

A portion of your account balance is past due. Please see account messages for more information.

Billing Date:	April 03, 2019
Service Period:	Feb 19 to Mar 18 (28 Days)
Total Gallons:	8,000

Account Summary – See page 3 for Account Detail

Prior Billing:		\$2,347.67
Payments - Thank You!	=	\$409.00
Balance Forward - Past Due	=	\$1,938.67
Fees and Adjustments:	+	\$32.80
Service Related Charges:	+	\$106.48
Total Amount Due:	=	\$2,077.95

Service Address:

[REDACTED]
3998 MILLERS RUN RD
MC DONALD, PA 15057-2859



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Because you have not made the required payments, your installment plan has defaulted and the overdue amount was added to your account balance. To reinstate your installment plan, you will need to contact us and pay your overdue installment amounts.
- Please pay the account balance in full by the due date appearing on this bill to prevent possible placement of the debt with a collection agency. If you believe your bill to be incorrect or you are unable to pay, contact us for assistance.

For more information, visit www.pennsylvaniaamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-800-565-7292
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

**** FINAL BILL ****



PO Box 371412
Pittsburgh, Pa. 15250-7412

Service to: 3998 MILLERS RUN RD
MC DONALD, PA 15057-2859

[REDACTED]
3998 MILLERS RUN RD
MC DONALD, PA 15057-2859

Account No [REDACTED]

Total Amount Due	\$2,077.95
Payment Due By:	April 25, 2019

If paying after 4/25/19, pay this amount: \$2,109.11

Amount Enclosed \$

PENNSYLVANIA AMERICAN WATER
PO BOX 371412
PITTSBURGH, PA. 15250-7412



Kristen Flaherty

Email: kris10flaherty@pcmoast.net

Primary Phone: (724) 579-3975

Customer Since: 03-19-2019

Last Login: Feb 12, 2020 09:53:15 EST

3998 Millers Run Rd,
Mc Donald, PA 15057

Account [REDACTED]

Status - **Senttoagency**

 **Meters**

Account Type: **Residential**

Service Type:


 **Water**

S/N: [REDACTED]


Size: 5/8"

Location: Inside

Installation Date: 07/13/2013

 MESSAGES ▾

 ACCOUNT ▾

 OPEN

Make a Payment


View Bill

Amount Due

\$2,776^{.74}

Due Date: Feb 13, 2020

* This includes the past due amount of \$ 2739.59.

Service Period: Dec 18 to Jan 17, 2020

Make a Payment

Account Summary

Prior Bill	\$2,739.59
Balance Forward	\$2,739.59
Current Charges	\$37.15
Total Amount Due	\$2,776.74

View Billing and Payments



**PENNSYLVANIA
AMERICAN WATER**

WE KEEP LIFE FLOWING™

Service Address:

KRISTEN L. FLAHERTY
3998 MILLERS RUN RD
MC DONALD, PA 15057-2859



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit www.pennsylvaniaamwater.com to learn more about the services we provide.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.pennsylvaniaamwater.com

Monthly Statement

Account No. [REDACTED]

Total Amount Due:	\$2,776.74
Payment Due By:	February 13, 2020

Billing Date: January 22, 2020
Service Period: Dec 18 to Jan 17 (31 Days)
Total Gallons: 1,800

Account Summary – See page 3 for Account Detail

Prior Billing:	\$2,739.59
Payments:	\$0.00
Balance Forward:	\$2,739.59
Service Related Charges:	\$37.15
Total Amount Due:	\$2,776.74



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
 *A convenience fee may apply



Customer Service: 1-800-565-7292
 M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Account No. [REDACTED]

Total Amount Due:	\$2,776.74
Payment Due By:	February 13, 2020



CONTAINS NOTICE (OF PROPOSED RATE/BASE/ADDITION)

PO Box 371412
 Pittsburgh, Pa. 15250-7412

Service to: 3998 MILLERS RUN RD
 MC DONALD, PA 15057-2859

Amount Enclosed \$

KRISTEN L. FLAHERTY
 349 OLD GILKESON ROAD
 PITTSBURGH, PA 15228

PENNSYLVANIA AMERICAN WATER
 PO BOX 371412
 PITTSBURGH, PA. 15250-7412

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kristen Flaherty,	:	
Complainant	:	
	:	
v.	:	Docket No. C-2026-3060306
	:	
Pennsylvania-American Water Company,	:	
Respondent	:	

VERIFICATION

I, Tawana Dean, Regulatory Compliance Manager with Pennsylvania-American Water Company, verify that the factual allegations contained in the foregoing Preliminary Objection to Complaint are true and correct to the best of my knowledge, information and belief. I understand that false statements herein are made subject to the penalties of 18 Pa. C.S. §4904, relating to unsworn falsifications to authorities.

March 4, 2026
Date



**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kristen Flaherty,	:	
Complainant	:	
	:	
v.	:	Docket No. C-2026-3060306
	:	
Pennsylvania-American Water Company,	:	
Respondent	:	

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing Preliminary Objection upon the party listed below, in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a party).

VIA First Class U.S. Mail

Kristen Flaherty
3998 Millers Run Road
McDonald, PA 15057



March 4, 2026

Nicholas A. Stobbe