

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Tammy Claypoole	:	
	:	
v.	:	C-2025-3058386
	:	
Conneaut Lake Park Water Corporation, Inc.	:	

INTERIM ORDER
AMENDING COMPLAINT, DISMISSING RESPONDENT’S PRELIMINARY OBJECTION
AS MOOT, AND DIRECTING THAT HEARING BE SCHEDULED

On November 6, 2025, Tammy Claypoole (Complainant or Ms. Claypoole) filed a Formal Complaint (Complaint) with the Pennsylvania Public Utility Commission (Commission), against Conneaut Lake Park Water Corporation, Inc. (Conneaut Lake, CLPW, Company, or Respondent) regarding service at 10869 Brown Street, Conneaut Lake, PA (service location). Complainant checked the “other” box on the Formal Complaint form, writing,

I have another formal complaint I need to file. Back in May 2025, I had to ask for help from you about a water cover. BCS # 4052437. Was closed 5/12/2025 They put a cover on it with glue or something. They were having ghost Lake, using the house beside my house used a fence and knocked off again, That’s when i realized, they glued it or something Because I tried to put the cover on myself the pipe was not fixed, was stripped, I called the police and he mentioned it to Todd. I emailed and Facebook messaged about it and nothing in being done. No One calls you back.

Complaint ¶ 4. As relief, Complainant requested she “would like Todd Joseph to have to fix my water valve and leave it alone.” Complaint ¶ 5. She also alleged, “They also mailed us all that there was above the limit for arsenic in our water. Maybe a Fine!” *Id.* Regarding service by the Commission, Complainant chose to be served by eService, checking the box next to this option.

On November 20, 2025, Conneaut Lake filed Preliminary Objections to the Complaint. Respondent avers it provides water service to Complainant and that Complainant resides in a property adjacent to property owned by Keldon Holdings, LLC. Preliminary Objections ¶¶ 1-2. CLPW avers Complainant does not provide any information regarding the timing of the events alleged in her Complaint, nor does she include a reference to any provision of the law or regulations that Respondent is alleged to have violated. Preliminary Objections ¶¶ 8-9. Further, the Company argues Complainant does not allege Respondent was the party that removed the cover nor does she allege that the cover is the responsibility of the Company. Preliminary Objections ¶¶ 10-11.

The Company argues Complainant has not alleged sufficient information to permit it to answer and defend because the Complaint does not include facts that allege the Company violated the Public Utility Code, any Commission regulation, or order by the Commission. Preliminary Objections ¶ 17.

The Preliminary Objections included a Notice to Plead, advising Complainant of her right to file a response within ten days of service.

Complainant did not file a response to the Preliminary Objections.

On December 29, 2025, the Commission assigned this matter to me.

On December 29, 2025, the Commission issued a Telephonic Prehearing Conference Notice, scheduling a prehearing conference for February 11, 2026.

On January 12, 2026, Complainant filed an Amendment to her Formal Complaint which was substantially identical to the initial Complaint.

The conference convened on February 11, 2026, but was subsequently rescheduled because counsel for the utility failed to appear.¹

¹ The Commission served the December 29, 2025 Notice on the utility, but failed to serve it directly on the utility's counsel.

On February 11, 2026, the Commission issued a Further Telephonic Status Conference, scheduling a conference for February 25, 2026.

The conference convened as scheduled on February 25, 2026. Counsel for the Respondent, Mark Shaw, Esquire, was present, as was Complainant. After discussion regarding Ms. Claypoole's claims, I determined that her oral explanations on the record were sufficient for the Company to prepare and file an answer. I explained that her Formal Complaint would be amended by her oral averments made at the conference. 52 Pa. Code §5.93. Ms. Claypoole provided sufficient detail and explanation orally on the record on February 25, 2026, and, as such, Respondent's Preliminary Objections are dismissed as moot.

On April 3, 2026, Respondent filed an Answer and New Matter. In its Answer, Respondent denied removing the cover for the water control valve and averred it had replaced the cover as of the date of the filing of the Answer. Respondent further denies that Ms. Claypoole does not have access to the water control valve, but explains that Ms. Claypoole is not permitted to tamper with it as it is owned by the Company, not Ms. Claypoole. Finally, the Company denies failing to appropriately handle Ms. Claypoole's complaints.

In New Matter, the Company argues Complainant has failed to state a claim upon which relief may be granted and requests the Complaint be dismissed.

Now that the Company has filed an Answer, it is appropriate to set this matter for a hearing. The parties are advised that at the hearing, Ms. Claypoole bears the burden of proof – she must present substantial evidence that the Company violated a statute which the Commission has jurisdiction to administer, or of a regulation or order of the Commission and is entitled to the requested relief. *See* 52 Pa. Code § 5.21(a).

THEREFORE,

IT IS ORDERED:

1. That the Preliminary Objections filed by Conneaut Lake Park Water Company, LLC, against the Formal Complaint filed by Tammy Claypoole at Docket Number C-2025-3058386 are dismissed as moot.
2. That the Formal Complaint filed by Tammy Claypoole at Docket Number C-2025-3058386 is amended to include her averments made at the conference on February 25, 2026.
3. That an evidentiary hearing be scheduled in this matter.
4. That the parties appear at the hearing prepared to present evidence on Ms. Claypoole's claims.
5. That Ms. Claypoole's failure to appear at the hearing may result in dismissal of the Complaint.

Date: April 13, 2026

/s/
Emily I. DeVoe
Administrative Law Judge

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INC**

Revised 1/20/2026

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