

Your Honor and All Parties,

I've made efforts in this matter to be timely and also to be considerate of the PUC's purview. Specifically, I've tried to narrow the complaint so that it's easier for the PUC and all parties to....facilitate. In my haste, I have left out some important and directly relevant facts. Essentially I left out the entire second portion of my original complaint. The second portion or II. as it was labeled, in my original letter to Aqua, was about Aqua's customer service, and the bad faith actions, policies, actions, and more. To be clear, I am referring not referring to the folks in IL. I'm referring to the staff located at 762 Lancaster Ave. I'm writing today because I would be remiss, and regretful, if I did not include this. I would like it to be included and considered wholly. If it cannot be considered and or addressed by the PUC at this time due to a formality, or nuance, I would humbly ask that it at least be a matter of public record. I am stating facts, and not speculation. This is directly under the PUC's authority. I have the laws and statutes that were and are violation, along with all the others in my notes, as needed.

I'll be brief.

As it relates to Aqua's "customer service" in Bryn Mawr. Two points me thinks. 1- The staff acts as collection agents and not customer service. In my personal dealings with them I learned eventually, and the hard way...., that many or most of the people I was talking with were either employed or dual employed by a collection agency. I'm talking about persons and staff at the phone number listed on EXHIBIT A.....and basically everywhere else also. The name of the agency, if memory serves is National Collections. I believe there are several state and federal laws and ethical standards that require such information to be disclosed. In other words, if Jane works for collections, Jane cannot and should not impersonate a customer service rep at Aqua/Essential.

Quickly, one example of how this adversely affected me personally. I would call and attempt to make a payment over the phone. Because they were collections, perhaps because they would not receive commission....the person(s) on many occasions would refuse to take my payment, any payment....unless i paid in full. It was only after I managed to finally tw an IL rep, Angie....and Angie took my payment immediately, was courteous, and helpful. It was only after this interaction that I began to figure out all the strange interactions I had with the PA folks.

2- This is more of an anecdote. It is 100% true, factual and VERY relevant as it relates to my overall, nightmare experience with Aqua's customer service and company writ large.

On TWO BACK TO BACK days IMMEDIATELY prior to the Christmas holiday. Aqua's customer service called my and threatened to turn of my water.

I mean.....you can't make this.....stuff up. Merry xmas, bah humbug from the company that made you deathly ill, and caused this financial stress in the first place.....smh So, I believe this is also against the law and laws. I think also I can state.....it goes against every human ethic, its anti-moral, and just plain sick.

So, I was stressed the heck out all Christmas, jumping at every sound, wondering if I had just taken my last shower.

Page 1

Notepad PUC 1601

Also, and this is neat. Also against the law(s) me thinks.... I live in a suburb of Chicago. I don't know with certainty about the weather of PA in late Dec, early Jan, but here, its freaking cold. My water pipes would have burst within one day, I reckon.

Alas, Aqua did not shut off my water on Christmas Day.

They shut my water off on or around JAN 3-5! ALSO against the law(s) me thinks.

Right????? Literally PUC I'd like to know your take.

I contacted top Aqua attorney Andrew Henry from a local library (since i had no water at home....)

While I was gone, at Andrews direction, Aqua turned my water back on.

My bathroom flooded because the faucet was on, barely on, but after many hours it flooded.
Also.....against the law, me thinks.....or at minimum policy which states person must be home.....now I know
why that is....
Ok....I'm done, but there's a snapshot of my experience with Aqua.

Sincerely,

Alex Miklos