OBJECTIONS PAGE

Please sign this sheet if you would like to **oppose** the Joint Petition for Settlement signed by Aqua Pennsylvania, Inc., Aqua Pennsylvania Wastewater, Inc., the PUC's Bureau of Investigation and Enforcement, the Office of Small Business Advocate, the Office of Consumer Advocate, and other active parties in the case of Pennsylvania Public Utility Commission v. Aqua Pennsylvania, Inc., Aqua Pennsylvania Wastewater, Inc., Docket Nos. R-2018-3003558 and R-2018-3003561. **You are encouraged to provide written comments below and/or attach additional pages**, setting forth any facts and explanation for your objections.

By adding my signature below, I am indicating that I have read the terms of the Settlement Agreement and wish to **OPPOSE** the Settlement. I understand that I may file objections (below and/or by attachment to this Objections Page) to the Settlement and exceptions to a Recommended Decision and that my complaint will be resolved as part of the PUC order resolving this case.

DONY PIERRE
Please Print Your Full Name

Please Sign Your Full Name

Date: 02/20/2019

Please Write Your Address Here:

35 Walnut st
Clifton Heights PA 19018

Docket Number of Your Complaint(s) **C-2018-3005077**

Written Comments (may attach additional sheets):

RECEIVED
FEB 20 2019
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PENNSYLVANIA PUBLIC UTILITY COMMISSION	:		
v.	:	DOCKET NOS.	R-2018-3003558
AQUA PENNSYLVANIA, INC. AND AQUA PENNSYLVANIA WASTEWATER, INC.	:		R-2018-3003561
And	:		
JOINT APPLICATION OF AQUA PENNSYLVANIA, INC. AND ITS SUBSIDIARY, SUPERIOR WATER CO., INC.	:	DOCKET NOS.	A-2018-3004108 A-2018-3004109

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FEB 20 2019
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

OBJECTION TO THE SETTLEMENT

I, Dony Pierre, **OPPOSE** to the proposed rate increase settlement for the following reasons.

1 I have a pre-existing settlement with Aqua.

2 Aqua was not to increase my water bill or monthly rate as per the pre-existing settlement.

3 This new settlement would negate and void my pre-existing agreement with Aqua.

4 Aqua had given me written assurance that the new meter would not be used to increase my monthly water bill or rate.

BACKGROUND

1. Reference PUC Docket No. C-2017-2631989, Dony Pierre v. Pennsylvania, Inc.

In October 14, 2016 I received an extremely high water bill from Aqua. I called Aqua customer service many times and disputed the high water bill and asked for a partial refund. My water bills at the time was around $30 but the bill I received was $262.92 which was about 8 times my usual water bill. Aqua refused to refund issue the partial refund which was about $260. At the

same time Aqua was insisting on replacing my water meter which was working fine and Aqua was threatened to turn off my water service if I did not allow them to change the meter eventhough I did not have any past due balance.

2. On October 30, 2017 I filed a formal complaint PUC Docket No. C-2017-2631989 against Aqua Pennsylvania Inc concerning the extremely high water bill. In the case PUC Docket No. C-2017-2631989 I complaint and demostrated that Aqua had unfairly increased my bill and overcharged me for water that I did not use. The other part of my complaint was that Aqua wanted to replace my water meter for the purpose of increasing my water bill and was threatening to shut off my water service if I did not allow them to.

3. Aqua promised me that they were not replacing my water meter for the purpose of increasing my water rate. Aqua assured me that the reason they wanted to replace my water meter was simply to upgrade it to a newer model. They claimed that my water meter was aging and they needed to upgrade it to make for easier maintenance.

4. On a January 7, 2018 questioners RE: Dony Pierre v. Aqua Pennsylvania, Inc. PUC Docket No. C-2017-2631989 I asked Aqua if my water bill will be increase as a result of the new meter. Aqua replied. "No". Aqua further promised not to use the meter to gather additional data such as keeping track of time pattern of water consumption in my house for billing purposes. On a March 30, 2018 letter RE: Dony Pierre v. Aqua Pennsylvania, Inc. PUC Docket No. C-2017-2631989 I asked, Will Aqua use the new Neptune T-10 meter to gather additional data such as keeping track of time pattern of water consumption in my house? If so, will Aqua use that data for billing purposes? Aqua answered "No". If Aqua had answered yes to those questions I would not have agreed to the settlement and allowed Aqua to install the new Neptune T10 meter.

5. Aqua and I reached a settlement and I agreed to Aqua's request to install the Neptune T10 based on the conditions that were highlighted in the written questions from case: Dony Pierre v. Aqua Pennsylvania, Inc. PUC Docket No. C-2017-2631989 and the answers produced by Aqua on January 7, 2018 and March 30, 2018. Aqua has been violating the agreement that was

reached when case No. C-2017-2631989 was settled by steadily increasing my monthly water rate from $2 to $3 to $5 or more every month to the point where my monthly water rate is now about $40 every month for the same amount of I water I was using 2 years ago or when the water was turned on at my house. While I would be motivated to file a formal complaint if I receive a high water bill from Aqua that is 4 times my usual monthly rate or more Aqua knows I would not able to file a complaint every time they increase my water bill by a couple dollars.

WHEREFORE, in order to support the proposed settlement or any other settlement I request the following

1. Aqua would agree that my water bill or rate would not increase as part of this settlement.
2. Aqua to provide writing guarantee that my monthly rate will remain $30 fix.

Please send of future correspondence to the address in my signature below.

February 17, 2019

Sign:

DONY PIERRE
35 Walnut st
Clifton Heights PA, 19018
Phone: 267-210-6806
Email: pierresystem@gmail.com

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 Dony Pierre _____

Street/P.O. Box ____25 Walnut St_____ Apt # _____

City Clifton Heights _____State PA _____ Zip 19018 _____

County ___Delaware_____

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

(__267___) _210-6806_____ (home) (_____) _____ (mobile)

E-mail Address (optional): ___pierresystem@gmail.com_____

Utility Account Number (from your bill)_____ **002268768 0146378**_____

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.

_____**Aqua Pennsylvania, Inc.**_____

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.

Aqua is demanding to replace the water meter in my house again in order to justify over charging me. Aqua is threatening to shut off my water eventhough I have never missed a payment.

☐ 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.

Auto Draft 11/06/2016 $262.92 CHK_6198 Complete AQ0237WC
Auto Draft 07/05/2016 $16.00 CHK_6198 Complete AQ01NOPR
Auto Draft 06/05/2016 $16.00 CHK_6198 Complete AQ01KAT9
Auto Draft 05/05/2016 $16.91 CHK_6198 Complete AQ01GS8F

☐ 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.

I want a refund for all the times Aqua over charged me starting with the months below.

Auto Draft 11/06/2016 $262.92 CHK_6198 Complete AQ0237WC
Auto Draft 07/05/2016 $16.00 CHK_6198 Complete AQ01NOPR
Auto Draft 06/05/2016 $16.00 CHK_6198 Complete AQ01KAT9
Auto Draft 05/05/2016 $16.91 CHK_6198 Complete AQ01GS8F

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.

I went through the management latter until I reach the utility manager for my district who also refused to adjust my bill. She refused to refund me for the additional charge. Aqua was over charging me just because they can and because they knew there was nothing I could do about it.

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 _____, 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).

_____ _____

(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. 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.

AQUA

Via Email and First Class Mail

February 2, 2018

RECEIVED
FEB 20 2019
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Mr. Dony Pierre
35 Walnut Street
Clifton Heights, PA 19018

RE: ***Dony Pierre v. Aqua Pennsylvania, Inc.***
PUC Docket No. C-2017-2631989

Dear Mr. Pierre:

I am writing regarding the formal complaint you filed against Aqua Pennsylvania, Inc. (Aqua) with the Pennsylvania Public Utility Commission (PUC) and the information you requested concerning Aqua's request to exchange the meter at your property.

In your formal complaint you state that Aqua had previously exchanged the meter at your property in 2016 when you contacted Aqua about a high bill in November, 2016. The Company did not exchange the meter at that time but did visit your property on November 19, 2016 to check the meter and verify the meter readings.

Beginning in June, 2017 Aqua began its meter replacement program throughout the area. The PUC regulations require that meters be replaced as they age. A copy of the PUC meter regulations is enclosed with this letter. The meter at your property has been there since September, 1999 and needs to be exchanged and is why we notified you of our meter exchange program requesting that you contact Aqua to schedule an appointment.

Also enclosed is the product sheet for the new meter to be installed in your property. The Neptune T-10 water meter will replace the Sensus water meter that is currently in your property. The Neptune T-10 water meter will not pose any health risks or cause any discomfort to you and your family. It is essentially is an updated version of the meter that is currently at your property.

The hearing for your formal complaint is scheduled for Wednesday, February 14th and the ALJ's Prehearing Order requires that we submit our proposed exhibits three days prior to the hearing, and for Aqua to contact you to discuss possible settlement of the case.

Aqua would like to discuss settlement with you and I am available to speak or meet you at your convenience prior to the hearing. I can also have a representative from our Meter Operations Department available to answer any questions you may have concerning our meters.

I can be reached at (610) 645-1170 or by email at mmhopper@aquaamerica.com

Sincerely,

Mary McFall Hopper
Regulatory Counsel

Enclosures

RECEIVED

FEB 20 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Aqua Pennsylvania, Inc
700 W. Sproul Road
Springfield, PA 19064

March 30, 2018

RE: Dony Pierre v. Aqua Pennsylvania, Inc.

PUC Docket No. C-2017-2631989

Dear Mary;

Thank you for refunding my money. I appreciate you taking the time to answer my questions. As I mentioned in my last letter the purpose of these questions is to help me make an informed decision. I am currently looking into your answers and researching the documents you provided to try to understand the meter before I make a decision. Your answers and the documents you provided have prompted some more questions which I hope you will be kind enough to answer.

I am officially requesting the following documents

1- Please provide copies of the ANSI standards and or certificates you referred to on your answers that were issued for the Neptune T-10 Meter.
2- Please provide copies of the NSF standards and or certificates you referred to on your answers that were issued for the Neptune T-10 Meter
3- Please provide copies of the AWWA standards and or certificates you referred to on your answers that were issued for the Neptune T-10 Meter
4- Please provide copies of the Neptune T-10 meter AMR pulse RF test documents.
5- Please provide copies of the documentations that shows that the Neptune T-10 meter is not a digital meter.
6- Please provide copies of the documentations that shows that the Neptune T-10 meter is not a smart meter.
7- Does the install of the Neptune T-10 meter include additional installation of telecommunication equipment in or around my house? If so will it use Radio Frequency as a means of communication?
8- Please provide a copy(s) of the easement on my house that shows Aqua has the right to install a new smart meter or any other telecommunication equipment in my house without my consent.

9- Please provide a copy(s) of the Pennsylvania law that you mentioned on questions 5, 6, 7, 8, 10, 11, 12. The regulation documents you provided are PUC regulations and Aqua Tariff, therefore, cannot be regarded as Pennsylvania legislations.
10- Will the Neptune T-10 meter be installed as part of an advance metering infrastructure (AMI)?
11- Will Aqua read the meter using the AMR method?
12- Please explain what method of communication Aqua will use to read the meter.
13- Will Aqua use a manual reader to read the meter or manually read the meter?
14- Will Aqua read the meter remotely from Aqua HQ and Aqua data collection center?
15- Will Aqua read the meter automatically using TV cable?
16- Will Aqua use radio signal communication to read the meter?
17- Will the meter be install as part of a greater smart grid network?
18- Beside recording gallons and or cubic meter of water use, will the Neptune T-10 meter records dates and times of water consumptions in my house?
19- Will Aqua use the new Neptune T-10 meter to gather additional data such as keeping track of time pattern of water consumption in my house? If so, will Aqua use that data for billing purposes?

I look forward to your answers!

Sent to: Mary Hopper via e-mail
CC: Aqua Pennsylvania, Inc. via mail
CC: Secretary Pennsylvania Public Utility Commission via mail

WITH SINCERITY;

DONY PIERRE
35 Walnut st
Clifton Heights PA, 19018
E-mail: pierresystem@gmail.com
Phone: 267-210-6806

AQUA

April 20, 2018

Mr. Dony Pierre
35 Walnut Street
Clifton Heights, PA 19018

RE: ***Dony Pierre v. Aqua Pennsylvania, Inc.***
PUC Docket No. C-2017-2631989

Dear Mr. Pierre:

I am writing with answers to your additional questions regarding Aqua's meter exchange program that you included in your March 30, 2018 letter to me.

As I have mentioned to you previously, the meter Aqua is planning to install in your property is the same type of meter that is currently in your home and providing Aqua with the required monthly meter readings. The primary difference between the two meters is that the new meter is from a different manufacturer and is a new version of the standard water meter. The way Aqua will obtain meter readings from the new meter is exactly the same as it obtains meter readings today. In addition to the water meter at your property there is an encoder receiver transmitter (ERT) which transmits the meter readings to the Aqua vehicle that drives by your home on your regularly scheduled monthly meter reading date.

Aqua's meters are **not** smart meters, are **not** part of any smart grid technology and do not have bidirectional capabilities between the customer and Aqua. This type of metering technology is required for electric utilities in Pennsylvania but is not required of (or used) by Aqua.

Aqua is required by law to meter all of its customers and to replace any meters that have been installed for 20 years. That is why Aqua is replacing the meter at your property.

1. Please provide copies of the ANSI standards or certificates you referred to on your answers that were issued for the Neptune T-10 Meter.

   Attached is a document from the NSF website describing the NSF/ASNI standards referenced in the Neptune T-10 Meter specification document sent to you previously.

2. Please provide copies of the NSF standards and or certificates you referred to on your answers that were issued for the Neptune T-10 Meter.

Attached is a document from the NSF website describing the NSF/ASNI standards referenced in the Neptune T-10 Meter specification document sent to you previously.

3. Please provide copies of the AWWA standards and or certificates you referred to on your answers that were issued for the Neptune T-10 Meter.

According to its website, the AWWA "is an international, nonprofit, scientific and educational society dedicated to providing total water solutions assuring the effective management of water. Founded in 1881, the Association is the largest organization of water supply professionals in the world.

Our membership includes over 3,900 utilities that supply roughly 80 percent of the nation's drinking water and treat almost half of the nation's wastewater. Our nearly 50,000 total memberships represent the full spectrum of the water community: public water and wastewater systems, environmental advocates, scientists, academicians, and others who hold a genuine interest in water, our most important resource" www.awwa.org

The AWWA C700 Standard referenced in the Neptune T-10 product sheet provided to you previously the minimum requirements for cold-water meters—displacement type, metal alloy main case, including materials and design. Aqua does not have a copy of this standard. It is available for purchase through AWWA.

4. Please provide copies of the Neptune T-10 meter AMR pulse RF test documents.

Aqua does not have the copies requested in this question.

5. Please provide copies of the documentation that shows that the Neptune T-10 meter is not a digital meter.

See the attached picture of the Neptune T-10 meter which shows that it has analogue dials and therefore is not a digital meter.

6. Please provide copies of the documentation that shows that the Neptune T-10 meter is not a smart meter.

Attached is a copy of the 66 Pa.C.S.A. §2807(g) which defines smart meter technology for Pennsylvania. This section of the Public Utility Code applies **only**

to electric meters. Smart meter technology for electric meters is "technology, including metering technology and network communications technology capable of bidirectional communication that records electricity usage on at least an hourly basis, including related electric distribution system upgrades to enable the technology. The technology shall provide customers with direct access to and use of price and consumption information."

The Neptune T-10 meter to be used by Aqua is not an electric meter, does not have the metering technology capable of bidirectional communication and does not provide customer with direct access to and use of price consumption information.

7. Does the install of the Neptune T-10 meter include additional installation of telecommunication equipment in or around my house? If so will it use Radio Frequency as a means of communication?

   The installation of the Neptune T-10 meter is a not an additional installation of any additional equipment. The Neptune T-10 meter is a replacement for the existing meter in your house and be used in the same manner as the existing meter. The existing equipment at your property that works with your meter is the ERT which does use radio frequency to transmit the meter reading to Aqua on your scheduled meter reading date when the Aqua vehicle drives by your home to obtain the meter reading.

8. Please provide a copy(s) of the easement on my house that shows Aqua has a right to install a new smart meter or any other telecommunication equipment in my house without my consent.

   The deed to a property contains the relevant easements and the standard deed included utility easements so that utility can install the facilities necessary to provide service. Aqua does not have a copy of the deed to your property. Aqua is **not** installing a smart meter. The Public Utility Code, regulations and tariff, copies that have been previously provided, require that water service be metered.

9. Please provide copy(s) of the Pennsylvania law that you mentioned on questions 5,6,7,8,10,11,12. The regulation documents you provide are PUC regulations and Aqua Tariff, therefore, cannot be regarded as Pennsylvania legislations.

   The PUC regulations and Aqua's Tariff provided are the Pennsylvania law that is applicable and binding on Aqua and its customers. The regulations and tariff are adopted as required by the Pennsylvania Public Utility Code (66 Pa. C.S. §§101

et. seq.) and are approved by the Pennsylvania Public Utility Commission. These are valid Pennsylvania law.

10. Will the Neptune T-10 meter be installed as part of an advanced meter infrastructure (AMI)?

No.

11. Will Aqua read the meter using the AMR method?

Aqua will read the meter using an automated meter reading method.

12. Please explain what method of communication Aqua will use to read the meter?

The way Aqua will obtain meter readings from the new meter is exactly the same as it obtains meter readings today. In addition to the water meter at your property there is an ERT which transmits the meter readings to the Aqua vehicle that drives by your home on your regularly scheduled monthly meter reading date.

13. Will Aqua use a manual reader to read the meter or manually read the meter?

No.

14. Will Aqua read the meter remotely from Aqua HQ and Aqua data collection center?

No.

15. Will Aqua read the meter automatically using TV cable?

No.

16. Will Aqua use radio signal communication to read the meter?

The way Aqua will obtain meter readings from the new meter is exactly the same as it obtains meter readings today. In addition to the water meter at your property there is an ERT which transmits the meter readings to the Aqua vehicle that drives by your home on your regularly scheduled monthly meter reading date.

17. Will the meter be installed as part of a greater smart grid network?

No.

18. Beside recording gallons and or cubic meter of water use, will the Neptune T-10 meter record dates and times of water consumption in my house?

No.

19. Will Aqua use the new Neptune T-10 meter to gather additional data such as keeping track of time pattern of water consumption in my house? If so, will Aqua use that data for billing purposes?

No.

I hope that the information provided addresses the questions you have about the meter exchange program and resolves your formal complaint. Judge Haas has extended the time to report on our settlement until June 15, 2018. Please confirm as soon as possible that we have settled your complaint so that I may inform Judge Haas and arrange for your meter to be exchanged.

Sincerely,

Mary McFall Hopper
Regulatory Counsel
(610) 645-1170
mmhopper@aquaamerica.com

Enclosures

Cross References

This section cited in 52 Pa. Code § 3.501 (relating to certificate of public convenience as a water or wastewater collection, treatment and disposal supplier).

§ 65.8. Meters.

(a) *Allowable error.* No water meter which has an error in registration of more than 2% may be placed in service, nor may a water meter which has an error in registration of more than 4% be allowed to remain in service, when water is passing through it at approximately the following rates of flow:

Meter size (inches)	*Gallons per minute*
5/8	6
3/4	10
1	20
1-1/2	30
2	50
3	90
4	180
6	300

(b) *Periodic tests.* No public utility furnishing metered water service may allow a water meter of 1 inch or less nor a water meter of more than 1 inch to remain in service for a period longer than 20 years and 8 years respectively without testing it for accuracy and readjusting it if it is found to be incorrect beyond the limits established in subsection (a). Upon a customer's request the public utilities shall also perform a meter test without charge if a meter has been in service, and has not been tested, for a period greater than that specified in the following table:

Inch Meter	*Years*
5/8	10
3/4	8
1	6
More than 1	4

(c) *Meter test records.* Whenever a water meter is tested, the original test record should be kept indicating the information necessary for identifying the meter, the reason for making the test, the reading of the meter before being disturbed, and the accuracy of the meter together with data taken at the time of the test. This record shall be sufficiently complete to permit the convenient checking of the methods employed and the calculations made. A record shall also be kept, preferably numerically arranged, indicating the date of meter purchase, name of manufacturer, its size, its identification, its various places of installation with dates of installation and removal, and the dates and general results of all tests.

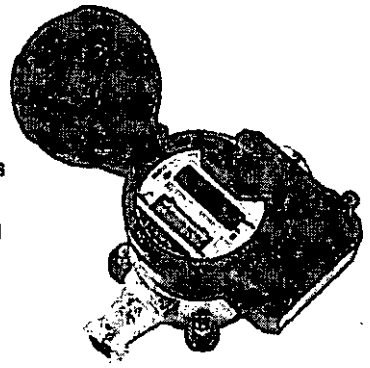
ARB® UTILITY MANAGEMENT SYSTEMS™

NEPTUNE
TECHNOLOGY GROUP

T-10® METER

SIZES: 5/8", 3/4", and 1"

Every T-10® water meter meets or exceeds the latest AWWA C700 Standard. Its nutating disc, positive displacement principle has been time-proven for accuracy and dependability since 1892, ensuring maximum utility revenue.



T-10® water meters are warranted for performance, materials, and workmanship.

CONSTRUCTION

The T-10 water meter consists of three major assemblies: a register, a lead free, high-copper alloy maincase, and a nutating disc measuring chamber.

The T-10 meter is available with a variety of register types. For reading convenience, the register can be mounted in one of four positions on the meter.

The corrosion-resistant, lead free, high-copper alloy maincase will withstand most service conditions; internal water pressure, rough handling, and in-line piping stress.

The innovative floating chamber design of the nutating disc measuring element protects the chamber from frost damage while the unique chamber seal extends the low-flow accuracy by sealing the chamber outlet port to the maincase outlet port. The nutating disc measuring element utilizes corrosion-resistant materials throughout and a thrust roller to minimize wear.

WARRANTY

Neptune provides a limited warranty with respect to its T-10 water meters for performance, materials, and workmanship.

When desired, maintenance is easily accomplished either by replacement of major assemblies or individual components.

GUARANTEED SYSTEMS COMPATIBILITY

All T-10 water meters are guaranteed adaptable to our ARB®V, ProRead™ (ARB VI) AutoDetect, E-CODER® (ARB VII), E-CODER®)R900/™, E-CODER®)R450/™, TRICON®/S, TRICON/E®3, and Neptune meter reading systems without removing the meter from service.

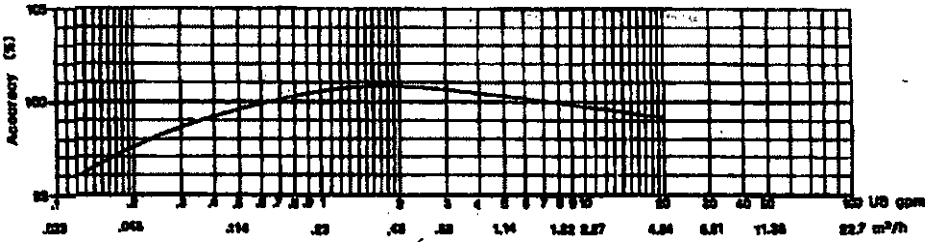
KEY FEATURES

- Register
  - Magnetic drive, low-torque registration ensures accuracy
  - Impact-resistant register
  - High-resolution, low-flow leak detection
  - Bayonet-style register mount allows in-line serviceability
  - Tamperproof seal pin deters theft
  - Date of manufacture, size, and model stamped on dial face
- Lead Free Maincase
  - Made from lead free, high-copper alloy
  - NSF/ANSI 372 certified and NSF/ANSI 61 compliant
  - Lifetime guarantee
  - Resists internal pressure stresses and external damage
  - Handles in-line piping variations and stresses
  - Lead free, high-copper alloy provides residual value vs. plastic or composite
  - Electrical grounding continuity
- Nutating Disc Measuring Chamber
  - Positive displacement
  - Widest effective flow range for maximum revenue
  - Proprietary polymer materials maximize long-term accuracy
  - Floating chamber design is unaffected by meter position or in-line piping stresses

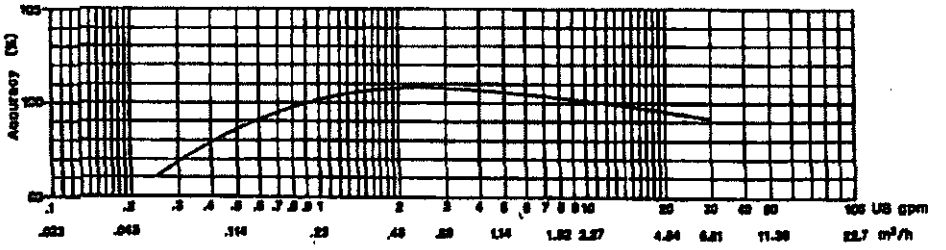
SYSTEMS COMPATIBILITY

Adaptability to all present and future systems for flexibility is available only with Neptune's ARB® Utility Management Systems™.

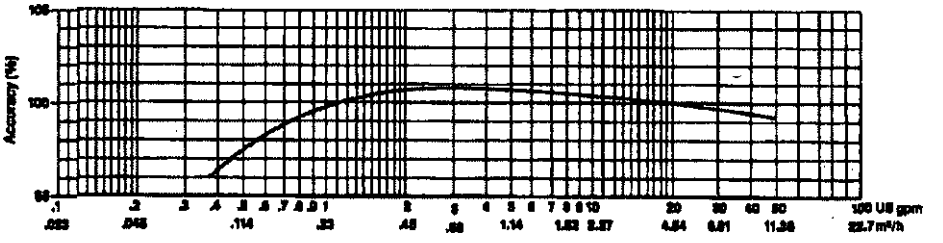
5/8" ACCURACY



3/4" ACCURACY



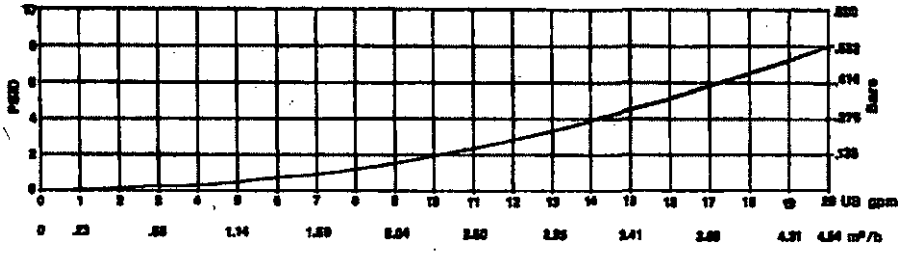
1" ACCURACY



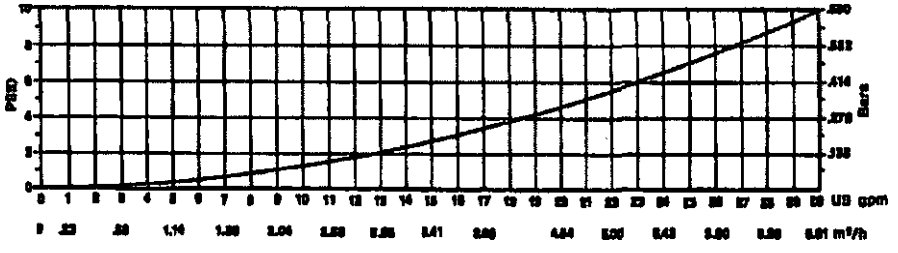
DIMENSIONS

	A	B	C			D		E	Weight
Meter Size	in/mm	in/mm	Std. in/mm	ARB in/mm	E-CODER®IR900/™ or E-CODER®IR450/™	Threads per inch	OD in/mm	in/mm	lbs/kg
5/8"	7 1/2 191	3 5/8 92	4 3/8 111	5 1/4 133	5 1/4 133	14	1.03 26	1 1/2 38	3 1/4 1.4
5/8" x 3/4"	7 1/2 191	3 5/8 92	4 3/8 111	5 1/4 133	5 1/4 133	11 1/2	1.29 33	1 1/2 38	3 3/8 1.5
Pre 2011 5/8"	7 1/2 191	3 5/8 92	4 7/8 124	5 1/2 148	5 1/2 139	14	1.03 26	1 5/8 41	3 3/4 1.7
Pre 2011 5/8" x 3/4"	7 1/2 191	3 5/8 92	4 7/8 124	5 1/2 148	5 1/2 139	11 1/2	1.29 33	1 5/8 41	4 1.8
3/4"	9 229	4 3/8 111	5 1/2 140	6 1/4 159	6 1/4 159	11 1/2	1.29 33	1 7/8 48	6 2.7
3/4" SL	7 1/2 911	4 3/8 111	5 1/2 140	6 1/4 159	6 1/4 159	11 1/2	1.29 33	1 7/8 48	5 1/2 2.5
3/4" x 1"	9 229	4 3/8 111	5 1/2 140	6 1/4 159	6 1/4 159	11 1/2	1.62 41	1 7/8 48	6 1/2 2.9
1"	10 3/4 273	6 1/2 165	6 3/8 162	7 178	7 178	11 1/2	1.62 41	2 1/8 54	9 3/4 4.4
1" x 1 1/4"	10 3/4 273	6 1/2 165	6 3/8 162	7 178	7 178	11 1/2	1.86 47	2 1/8 54	10 1/4 4.6

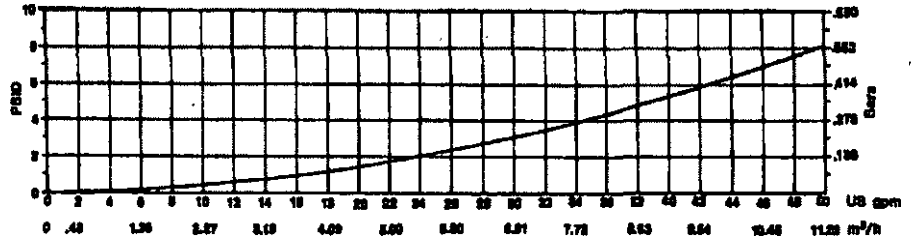
5/8" PRESSURE LOSS

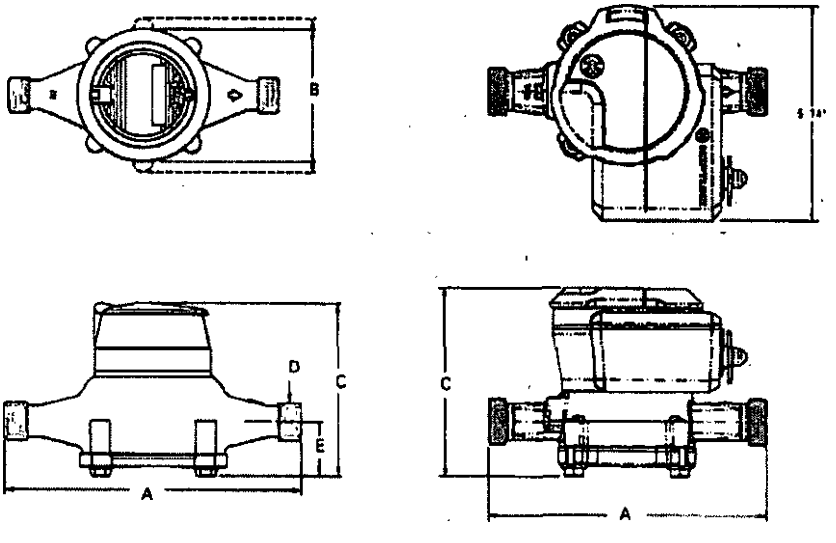


3/4" PRESSURE LOSS



1" PRESSURE LOSS





OPERATING CHARACTERISTICS:

Meter Size	Normal Operating Range @ 100% Accuracy (+/- 1.5%)	AWWA Standard	Low Flow @ 95% Accuracy
⅝"	½ to 20 US gpm 0.11 to 4.55 m³/h	1 to 20 US gpm 0.23 to 4.5 m³/h	¼ US gpm 0.03 m³/h
¾"	¾ to 30 US gpm 0.17 to 6.82 m³/h	2 to 30 US gpm 0.45 to 6.8 m³/h	½ US gpm 0.06 m³/h
1"	1 to 50 US gpm 0.23 to 11.36 m³/h	3 to 50 US gpm 0.68 to 11.4 m³/h	⅜ US gpm 0.09 m³/h

REGISTRATION:

ProRead Registration (per sweep hand revolution)		⅝"	¾" & 1"
10	US Gallons	√	√
10	Imperial Gallons	√	√
1	Cubic Foot	√	√
0.1	Cubic Metre	√	√
0.01	Cubic Metre	√	

Register Capacity ProRead & E-CODER		⅝"	¾" & 1"
10,000,000	US Gallons	√	√
10,000,000	Imperial Gallons	√	√
1,000,000	Cubic Feet	√	√
100,000	Cubic Metres	√	√
10,000	Cubic Metres	√	

E-CODER High Resolution (8-digit reading)		⅝"	¾" & 1"
0.1	US Gallons	√	√
0.1	Imperial Gallons	√	√
0.01	Cubic Feet	√	√
0.001	Cubic Metres	√	√

SPECIFICATIONS

- NSF/ANSI 372 certified and NSF/ANSI 61 compliant
- National Type Evaluation Program (NTEP) certification
- Application: Cold water measurement of flow in one direction in residential service applications
- Maximum operating water pressure: 150 psi (1034 kPa)
- Maximum operating water temperature: 80°F
- Measuring chamber: Nutating disc technology design made from proprietary synthetic polymer

OPTIONS

- Sizes:
  - ⅝", ⅝" x ¾"
  - ¾", ¾" SL, ¾" x 1"
  - 1", 1" x 1 ¼"
- Units of measure: U.S. gallons, imperial gallons, cubic feet, cubic metres
- Register types:
  - Direct reading: bronze box and cover (standard)
  - Remote reading: ProRead, E-CODER, E-CODER)R900*i*, E-CODER)R450*i*, TRICON/S, TRICON/E3
  - Reclaim
- Bottom caps:
  - Synthetic polymer (⅝" only)
  - Cast iron
  - Lead free, high-copper alloy
- Connections:
  - Lead free, high-copper alloy, straight or bent
- Environmental conditions:
  - Operating temperature: +33° F to +149° F (0° C to +65° C)
  - Storage temperature: +33° F to +158° F (0° C to +70° C)

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(525) 5203-5294
Fax: (525) 5203-6503

NEPTUNE
TECHNOLOGY GROUP

neptuneig.com

Aqua Pennsylvania, Inc
700 W. Sproul Road
Springfield, PA 19064

January 7, 2018

RE: Dony Pierre v. Aqua Pennsylvania, Inc.
PUC Docket No. C-2017-2631989

Dear Mary Hopper:

Thank you for replying to my letter and for talking to me about some of the questions and concerns I have. I also want to thank you for agreeing to refund me my money. I appreciate the information you've provided about the new meter. However, the answers you provided to some of the questions in my last letter were very broad; and most of the questions were not answered in writing. I have done some research on the new Neptune T-10 water meter and below are some questions and concerns I have. Please provide detailed answers all of the questions below to help me make an informed decision.

1. Will the new Neptune T-10 meter increase my water bill?
   I have seen a lot of news about customers receiving high water bills right after a new water meter was installed in their houses eventhough there were no leaks in their houses. I provided a reference below.
   http://www.cnn.com/2011/US/03/01/water.bills.war/index.html
2. Is the new Neptune T-10 meter analog or digital?
3. Is the new Neptune T-10 meter a smart meter?
4. Does the Neptune T-10 meter emit any kind of Radiofrequency radiation?

5. Is this new Neptune T-10 meter mandatory?
6. Do I have to accept the new meter?
7. Do customers have the option to opt-out?
8. Has the Pennsylvania PUC ordered Aqua Pennsylvania Utilities to allow customers to opt out of Neptune T-10 meter or Smart Meters installation?
9. Has Aqua had to remove any Neptune T-10 meter from a customer(s) house/property because the water meter was causing harm and or sickness to the customer and or his/her family?
10. Am I required by the county of Clifton Heights, the state of Pennsylvania and The United State of America to accept this new meter?
    If so please provide the local, state and federal laws that support your answers in writing.
11. Do I have the right to decline Aqua's request to install this new Neptune T-10 meter in my property?
12. Will this new Neptune T-10 meter pose any health risk of any kind to my family?
13. Will this new Neptune T-10 meter cause any discomfort to me and my family? If yes please describe how.
14. Will this new Neptune T-10 meter harm me and my family? If yes please describe how.
15. Can you provide me the results of all the studies and tests that were conducted proving that the meter is safe to be installed in customers' houses such as mine?
16. Will the new Neptune T-10 meter cause and or expose anyone in my house to any king of Radiofrequency? If yes please explained.

17. Will the new Neptune T-10 meter cause and or expose anyone in my house to any kind of disease? If yes please explained.
18. Will the new Neptune T-10 meter cause and or expose anyone in my house to any kind of cancer? If yes please explained.
19. Will the new Neptune T-10 meter cause and or expose anyone in my house to any kind of neurological disease? If yes please explained.
20. Will the new Neptune T-10 meter cause any kind of reproductive disorders? If yes please explained.
21. Will the new Neptune T-10 meter cause any kind of immune dysfunction? If yes please explained.
22. Will the new Neptune T-10 meter cause and or expose anyone in my house to any kind of electromagnetic hypersensitivity? If yes please explained.
23. If I authorize Aqua to install the new Neptune T-10 meter in my house and it starts causing discomfort and or harm my family or people in my house will Aqua come to remove and replace it with a different water meter of my choice upon request?
24. If I authorize Aqua to install the new Neqtune T-10 meter will Aqua agree to leave the current water meter in my possession in case the new one malfunction or causing the issues that I'm concerned about and asking questions about in this letter? Aqua has already confirmed that the current meter is working properly and that there is no issue with it.
25. If this new Neptune T-10 meter harms or causes a member of my family or anyone in the house to be sick of any kind does Aqua Pennsylvania Inc. agree to be responsible for all expense and medical coverage?

Please answer every question in writing. Most importantly, provide full disclosure for the new meter that you are asking my permission to install in my house. Your response and or answers must be sworn to be true under penalty of perjury and supported by certified factual evidence and verified proof.

I look forward to your answers!

Sent to: Mary Hopper via e-mail
Sent to: Heather Harrisson via e-mail
CC: Aqua Pennsylvania, Inc. via mail
CC: Secretary Pennsylvania Public Utility Commission via mail

WITH SINCERITY;

DONY PIERRE
35 Walnut st
Clifton Heights PA, 19018
E-mail: pierresystem@gmail.com
Phone: 267-210-6806

AQUA

March 2, 2018

RECEIVED
FEB 20 2019
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Mr. Dony Pierre
35 Walnut Street
Clifton Heights, PA 19018

RE: ***Dony Pierre v. Aqua Pennsylvania, Inc.***
PUC Docket No. C-2017-2631989

Dear Mr. Pierre:

Enclosed please find the check as settlement of the PUC Formal Complaint you filed against Aqua Pennsylvania, Inc. (Aqua) with the Pennsylvania Public Utility Commission (PUC).

Below are answers to the questions you raised regarding Aqua's meter replacement program and the meter that will replace the current water meter at your property.

1. Will the new Neptune T-10 meter increase my water bill?

   No.

2. Is the new Neptune T-10 meter analog or digital?

   The Neptune T-10 is an analog meter.

3. Is the new Neptune T-10 meter a smart meter?

   The Neptune T-10 meter Aqua is installing is not a smart meter. This meter does not have two way communications that define a smart meter. Enclosed is a copy of the product sheet for the Neptune T-10 meter.

4. Does the Neptune T-10 meter emit any kind of Radiofrequency radiation?

   The Neptune T-10 meter Aqua is installing is not a smart meter and does not emit any kind of radiofrequency radiation.

5. Is this new Neptune T-10 meter mandatory?

   Yes. Pennsylvania law and PUC regulations require that water companies provide meters to its customers. 52 Pa. Code §65.7. A copy is this provision is enclosed.

6. Do I have to accept the new meter?

   Yes. Pennsylvania law and PUC regulations require that water companies provide meters to its customers. 52 Pa. Code §65.7.

7. Do customers have the option to opt-out?

   No. Pennsylvania law, PUC regulations and Aqua's PUC approved tariff require that the public utility provide service on a metered basis. 52 Pa. Code §65.7. Rules 27 and 28 Aqua Pennsylvania Tariff. A copy of Aqua's tariff rules is enclosed.

8. Has the Pennsylvania PUC ordered Aqua Pennsylvania Utilities to allow customers to opt out of Neptune T-10 meter or Smart Meter installation?

   No. The Neptune T-10 meter is not a smart meter and customers cannot opt out of having their service metered. Pennsylvania law, PUC regulations and Aqua's PUC approved tariff require that the public utility provide service on a metered basis. 52 Pa. Code §65.7. Rules 27 and 28 Aqua Pennsylvania Tariff.

9. Has Aqua had to remove any Neptune T-10 meter from a customer(s) house/property because the water meter was causing harm and or sickness to the customer and or his/her family?

   No.

10. Am I required by the county of Clifton Heights, the state of Pennsylvania and The United States of America to accept this new meter? If so please provide the local, state and federal laws that support your answers in writing.

    Yes. Pennsylvania law, PUC regulations and Aqua's PUC approved tariff require that the public utility provide service on a metered basis. 52 Pa. Code §65.7. Rules 27 and 28 Aqua Pennsylvania Tariff.

11. Do I have the right to decline Aqua's request to install this new Neptune T-10 meter in my property?

    No. Pennsylvania law, PUC regulations and Aqua's PUC approved tariff require that the public utility provide service on a metered basis. 52 Pa. Code §65.7. Rules 27 and 28 Aqua Pennsylvania Tariff.

12. Will this new Neptune T-10 meter pose any health risk of any kind to my family?

    No. The Neptune T-10 meter is an updated version of the meter that is currently in your home and is not a smart meter. The Neptune T-10 meter is certified by the NSF/ANSI and AWWA as meeting strict standards for public health protection and accuracy.

13. Will this new Neptune T-10 meter cause any discomfort to me and my family? If yes please describe how.

    No. The Neptune T-10 meter is an updated version of the meter that is currently in your home and is not a smart meter. The Neptune T-10 meter is certified by the NSF/ANSI and AWWA as meeting strict standards for public health protection and accuracy.

14. Will this new Neptune T-10 harm me and my family? If yes, please describe how.

    No. The Neptune T-10 meter is an updated version of the meter that is currently in your home and is not a smart meter. The Neptune T-10 meter is certified by the NSF/ANSI and AWWA as meeting strict standards for public health protection and accuracy.

15. Can you provide me the results of all the studies and tests that were conducted proving that the meter is safe to be installed in customers' houses such as mine?

    Aqua has no studies or tests and the PUC authorized Aqua to determine what meter will be installed throughout its service territory. The Neptune T-10 meter is certified by the NSF/ANSI and AWWA as meeting strict standards for public health protection and accuracy.

16. Will the new Neptune T-10 meter cause and or expose anyone in my house to any kind of Radiofrequency? If yes, please explain.

    No. The Neptune T-10 meter Aqua is installing is not a smart meter and does not emit any kind of radiofrequency.

17. Will the new Neptune T-10 meter cause and or expose anyone in my house to any kind of disease? If yes please explain.

    No. The Neptune T-10 meter is an updated version of the meter that is currently in your home and is not a smart meter. The Neptune T-10 meter is certified by the NSF/ANSI and AWWA as meeting strict standards for public health protection and accuracy.

18. Will the new Neptune T-10 meter cause and or expose anyone in my house to any kind of cancer? If yes please explain.

    No. The Neptune T-10 meter is an updated version of the meter that is currently in your home and is not a smart meter. The Neptune T-10 meter is certified by the NSF/ANSI and AWWA as meeting strict standards for public health protection and accuracy.

19. Will the new Neptune T-10 meter cause and or expose anyone in my house to any kind of neurological disease? If yes please explain.

    No. The Neptune T-10 meter is an updated version of the meter that is currently in your home and is not a smart meter. The Neptune T-10 meter is certified by the NSF/ANSI and AWWA as meeting strict standards for public health protection and accuracy.

20. Will the new Neptune T-10 meter cause any kind of reproductive disorders? If yes please explain.

    No. The Neptune T-10 meter is an updated version of the meter that is currently in your home and is not a smart meter. The Neptune T-10 meter is certified by the NSF/ANSI and AWWA as meeting strict standards for public health protection and accuracy.

21. Will the new Neptune T-10 meter cause any kind of immune dysfunction? If yes please explain.

    No. The Neptune T-10 meter is an updated version of the meter that is currently in your home and is not a smart meter. The Neptune T-10 meter is certified by the NSF/ANSI and AWWA as meeting strict standards for public health protection and accuracy.

22. *Will the new Neptune T-10 meter cause and or expose anyone in my house to* any kind of electromagnetic hypersensitivity? If yes please explain.

    No. The Neptune T-10 meter is an updated version of the meter that is currently in your home and is not a smart meter. The Neptune T-10 meter is certified by the NSF/ANSI and AWWA as meeting strict standards for public health protection and accuracy.

23. If I authorize Aqua to install the new Neptune T-10 meter in my house and it starts causing discomfort and or harm my family or people in my house will Aqua come to remove and replace it with a different water mater of my choice upon request?

    No. The Neptune T-10 meter is an updated version of the meter that is currently in your home and is not a smart meter. The Neptune T-10 meter is certified by the NSF/ANSI and AWWA as meeting strict standards for public health protection and accuracy. A customer cannot choose the type or the manufacturer of the meter that Aqua will install throughout its service territory.

24. If I authorize Aqua to install the new Neptune T-10 meter will Aqua agree to leave the current water meter in my possession in case the new one malfunction or causing the issues that I'm concerned about and asking questions about in this letter? Aqua has already confirmed that the current meter is working properly and that there is no issue with it.

    No. The meter at your property has been there since September 1999 and PUC regulations require Aqua to replace it. The meter is Aqua's property and cannot remain at your home.

25. If this new Neptune T-10 meter harms or causes a member of my family or anyone in the house to be sick of any kind does Aqua Pennsylvania Inc. agree to be responsible for all expense and medical coverage?

    The Neptune T-10 meter is an updated version of the meter that is currently in your home and is not a smart meter. The Neptune T-10 meter is certified by the NSF/ANSI and AWWA as meeting strict standards for public health protection and accuracy. If there is ever an issue with your meter Aqua would address that situation when, and if, it arises.

Please let me know if you have any questions concerning the information and confirm that this settles your complaint. I have to report to Judge Hass on or before Monday, April 16th whether we have resolved your formal complaint.

Thank you.

Sincerely,

Mary McFall Hopper
Regulatory Counsel
(610) 645-1170
mmhopper@aquaamerica.com

Enclosures

PUC Regulation

Cross References

This section cited in 52 Pa. Code § 65.17 (relating to standards of design); and 52 Pa. Code § 65.18 (relating to standards of construction).

§ 65.7. Metered service.

(a) *Utility to provide metered service.* After August 15, 1981, a public utility which is issued a certificate of public convenience permitting it to begin to render water service and a currently existing public utility which begins to render water service to an additional, noncontiguous, service area shall be required to furnish metered service.

(b) *Utility to provide meters.* Unless otherwise authorized by the Commission, a public utility furnishing metered service shall provide; install at its own expense; and continue to own, maintain and operate all meters. The customer, however, shall properly protect the meter from damage by frost or other cause and shall be held responsible for repairs or replacement of the meter made necessary by the negligence or intentional act of the customer. Each utility seeking to impose responsibility for damage to the meter caused by negligence of a customer or intentional act shall first provide each customer with notice explaining the proper maintenance which should be given to meters. The notice shall be included in the "Rules and Regulations" of the utility.

(c) *Access to meters.* For purposes of maintenance and operation, each public utility shall at all reasonable times have access to meters, service connections, and other property owned by it on the premises of customers. Neglect or refusal on the part of customers to provide reasonable access to their premises for purposes of maintenance shall constitute sufficient cause for termination of service under § *56.81(3) (relating to authorized termination of service).*

(d) *Universal metering.* A public utility shall provide a meter to each of its water customers except fire protection customers and shall furnish water service, except fire protection service, exclusively on a metered basis; except that flat rate service may continue to be provided pending implementation of a reasonable metering program or under special circumstances as may be permitted by the Commission for good cause.

Authority

The provisions of this § 65.7 issued under the Public Utility Code, 66 Pa.C.S. §§ 501, 1301, 1304, 1501 and 1502.

Source

The provisions of this § 65.7 adopted March 25, 1946; amended August 15, 1980, effective August 16, 1980, 10 Pa.B. 3356; amended April 30, 1982, effective November 1, 1982, 12 Pa.B. 1392. Immediately preceding text appears at serial page (52642).

PUC Regulation

Cross References

This section cited in 52 Pa. Code § 3.501 (relating to certificate of public convenience as a water or wastewater collection, treatment and disposal supplier).

§ 65.8. Meters.

(a) *Allowable error.* No water meter which has an error in registration of more than 2% may be placed in service, nor may a water meter which has an error in registration of more than 4% be allowed to remain in service, when water is passing through it at approximately the following rates of flow:

Meter size (inches)	*Gallons per minute*
5/8	6
3/4	10
1	20
1-1/2	30
2	50
3	90
4	180
6	300

(b) *Periodic tests.* No public utility furnishing metered water service may allow a water meter of 1 inch or less nor a water meter of more than 1 inch to remain in service for a period longer than 20 years and 8 years respectively without testing it for accuracy and readjusting it if it is found to be incorrect beyond the limits established in subsection (a). Upon a customer's request the public utilities shall also perform a meter test without charge if a meter has been in service, and has not been tested, for a period greater than that specified in the following table:

Inch Meter	*Years*
5/8	10
3/4	8
1	6
More than 1	4

(c) *Meter test records.* Whenever a water meter is tested, the original test record should be kept indicating the information necessary for identifying the meter, the reason for making the test, the reading of the meter before being disturbed, and the accuracy of the meter together with data taken at the time of the test. This record shall be sufficiently complete to permit the convenient checking of the methods employed and the calculations made. A record shall also be kept, preferably numerically arranged, indicating the date of meter purchase, name of manufacturer, its size, its identification, its various places of installation with dates of installation and removal, and the dates and general results of all tests.

AQUA'S TARIFF

METERS

Responsibility for Meter and Meter Box/Vault (C)

27. All Company meters will be furnished, installed and owned by the Company and remain the property of the Company and be accessible to and subject to its control.

Meter boxes/vaults shall be owned, furnished, installed, and maintained by the Customer, unless otherwise agreed to by the Company. At the Company's discretion the Company has the right to install a meter box/vault for a Customer's property. (C)

All Services to Be Metered:

28. A meter shall be installed on each domestic and on each fire service line owned by the Customer. The Company reserves the right to determine the size and type of meter to be installed in the Customer's property, including whether such meter shall be a manual read meter or a meter that can be read remotely from outside the building being served, or automatically using TV cable, telephone, or similar lines or radio signal communication. As a condition of providing service and continuing to provide service, the Company shall have the right to install such equipment, connections and wiring in the manner and location it deems appropriate. The equipment necessary to read meters using the designated mode of communication will be installed by the Company and will remain the property of the Company.

Location:

29. For new construction the meter shall be required to be installed outside the building in a meter box/vault. The location of the meter box/vault shall be subject to the express approval of the Company; in most cases, the meter box/vault shall be located inside the property line by the Customer. (C)

For existing premises and circumstances, subject to the Company's approval, a meter may be set within the structure to be served, at a location approved by the Company, after the Customer has had the plumbing arranged (including the installation of special devices if required by the Company) to receive the meter at a convenient point inspected and approved by the Company so as to control the entire supply of water to the property. (C)

In cases where the meter is located outside the building, a concrete vault, with a suitable iron cover, or other approved meter box, shall be located inside the property line by the Customer. The size and dimensions of the vault or box shall be as approved by the Company, give adequate access to the meter, and permit its installation or removal. When a concrete vault is used, a 10 foot wide (min.) paved surface from the road to the vault, including curb depression, must be provided and maintained for vehicle access. The Company has the authority to require a Customer or owner, at their expense, to install a meter box/vault where there has been unauthorized use of water after the Company shut off service and the Customer or owner, or their agent, has restored the service without authorization. (C)

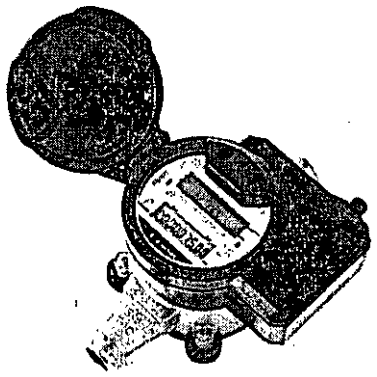
ARB® UTILITY MANAGEMENT SYSTEMS™

NEPTUNE
TECHNOLOGY GROUP

T-10® METER

SIZES: 5/8", 3/4", and 1"

Every T-10® water meter meets or exceeds the latest AWWA C700 Standard. Its nutating disc, positive displacement principle has been time-proven for accuracy and dependability since 1892, ensuring maximum utility revenue.



T-10® water meters are warranted for performance, materials, and workmanship.

CONSTRUCTION

The T-10 water meter consists of three major assemblies: a register, a lead free, high-copper alloy maincase, and a nutating disc measuring chamber.

The T-10 meter is available with a variety of register types. For reading convenience, the register can be mounted in one of four positions on the meter.

The corrosion-resistant, lead free, high-copper alloy maincase will withstand most service conditions; internal water pressure, rough handling, and in-line piping stress.

The innovative floating chamber design of the nutating disc measuring element protects the chamber from frost damage while the unique chamber seal extends the low-flow accuracy by sealing the chamber outlet port to the maincase outlet port. The nutating disc measuring element utilizes corrosion-resistant materials throughout and a thrust roller to minimize wear.

WARRANTY

Neptune provides a limited warranty with respect to its T-10 water meters for performance, materials, and workmanship.

When desired, maintenance is easily accomplished either by replacement of major assemblies or individual components.

GUARANTEED SYSTEMS COMPATIBILITY

All T-10 water meters are guaranteed adaptable to our ARB®V, ProRead™ (ARB VI) AutoDetect, E-CODER® (ARB VII), E-CODER®)R900i™, E-CODER®)R450i™, TRICON®/S, TRICON/E®3, and Neptune meter reading systems without removing the meter from service.

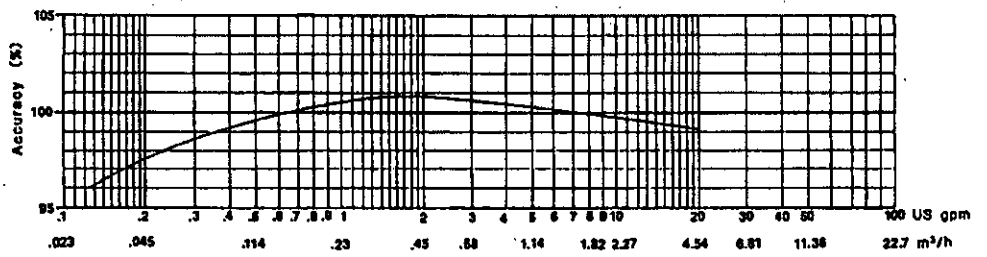
KEY FEATURES

- Register
  - Magnetic drive, low-torque registration ensures accuracy
  - Impact-resistant register
  - High-resolution, low-flow leak detection
  - Bayonet-style register mount allows in-line serviceability
  - Tamperproof seal pin deters theft
  - Date of manufacture, size, and model stamped on dial face
- Lead Free Maincase
  - Made from lead free, high-copper alloy
  - NSF/ANSI 372 certified and NSF/ANSI 61 compliant
  - Lifetime guarantee
  - Resists internal pressure stresses and external damage
  - Handles in-line piping variations and stresses
  - Lead free, high-copper alloy provides residual value vs. plastic or composite
  - Electrical grounding continuity
- Nutating Disc Measuring Chamber
  - Positive displacement
  - Widest effective flow range for maximum revenue
  - Proprietary polymer materials maximize long-term accuracy
  - Floating chamber design is unaffected by meter position or in-line piping stresses

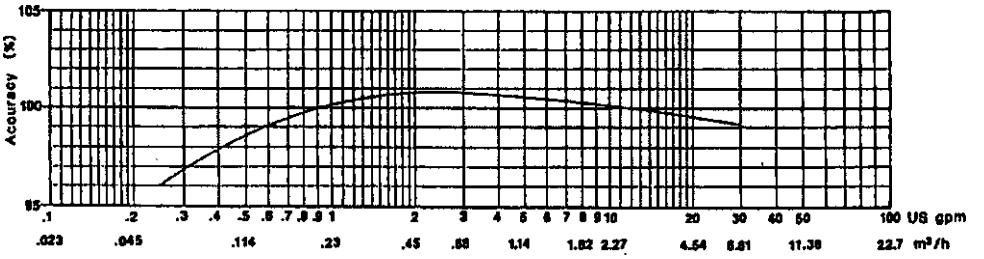
SYSTEMS COMPATIBILITY

Adaptability to all present and future systems for flexibility is available only with Neptune's ARB® Utility Management Systems™.

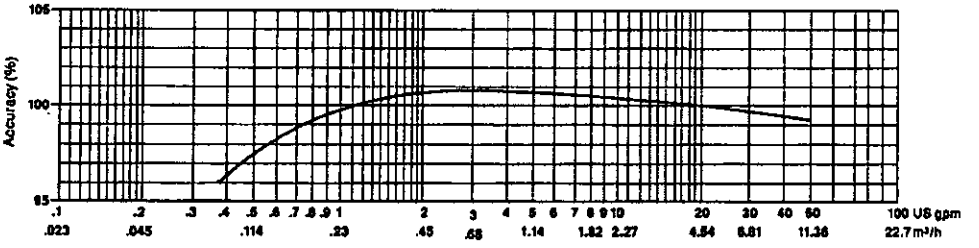
5/8" ACCURACY



3/4" ACCURACY



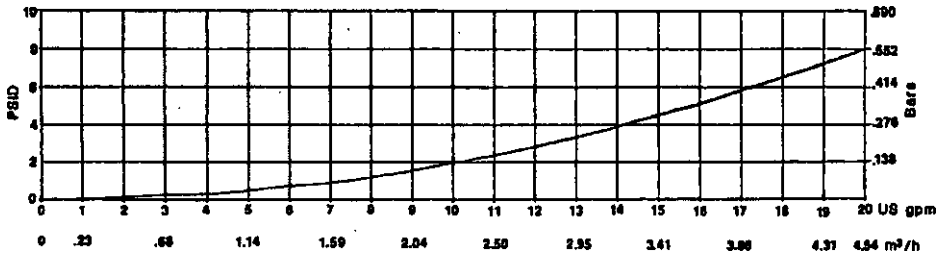
1" ACCURACY



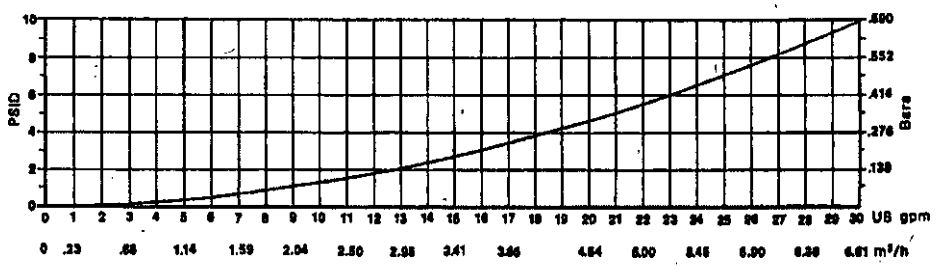
DIMENSIONS

	A	B	C			D		E	Weight
Meter Size	in/mm	in/mm	Std. in/mm	ARB in/mm	E-CODER®)R900i™ or E-CODER®)R450i™	Threads per inch	OD in/mm	in/mm	lbs/kg
5/8"	7 1/2 191	3 5/8 92	4 3/8 111	5 1/4 133	5 1/4 133	14	1.03 26	1 1/2 38	3 1/4 1.4
5/8" x 3/4"	7 1/2 191	3 5/8 92	4 3/8 111	5 1/4 133	5 1/4 133	11 1/2	1.29 33	1 1/2 38	3 3/8 1.5
Pre 2011 5/8"	7 1/2 191	3 5/8 92	4 7/8 124	5 1/2 146	5 1/2 139	14	1.03 26	1 5/8 41	3 3/4 1.7
Pre 2011 5/8" x 3/4"	7 1/2 191	3 5/8 92	4 7/8 124	5 1/2 146	5 1/2 139	11 1/2	1.29 33	1 5/8 41	4 1.8
3/4"	9 229	4 3/8 111	5 1/2 140	6 1/4 159	6 1/4 159	11 1/2	1.29 33	1 7/8 48	6 2.7
3/4" SL	7 1/2 911	4 3/8 111	5 1/2 140	6 1/4 159	6 1/4 159	11 1/2	1.29 33	1 7/8 48	5 1/2 2.5
3/4" x 1"	9 229	4 3/8 111	5 1/2 140	6 1/4 159	6 1/4 159	11 1/2	1.62 41	1 7/8 48	6 1/2 2.9
1"	10 3/4 273	6 1/2 165	6 3/8 162	7 178	7 178	11 1/2	1.62 41	2 1/8 54	9 3/4 4.4
1" x 1 1/4"	10 3/4 273	6 1/2 165	6 3/8 162	7 178	7 178	11 1/2	1.86 47	2 1/8 54	10 1/4 4.6

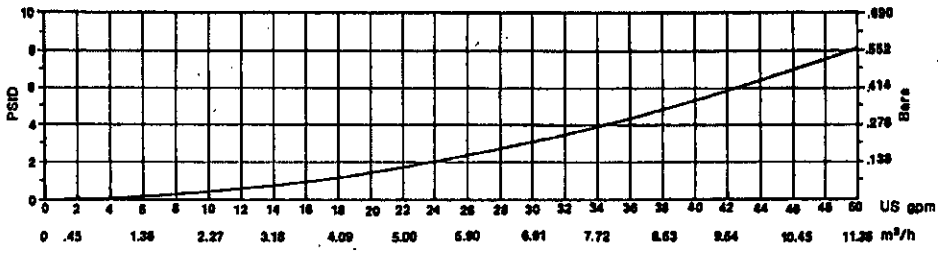
5/8" PRESSURE LOSS

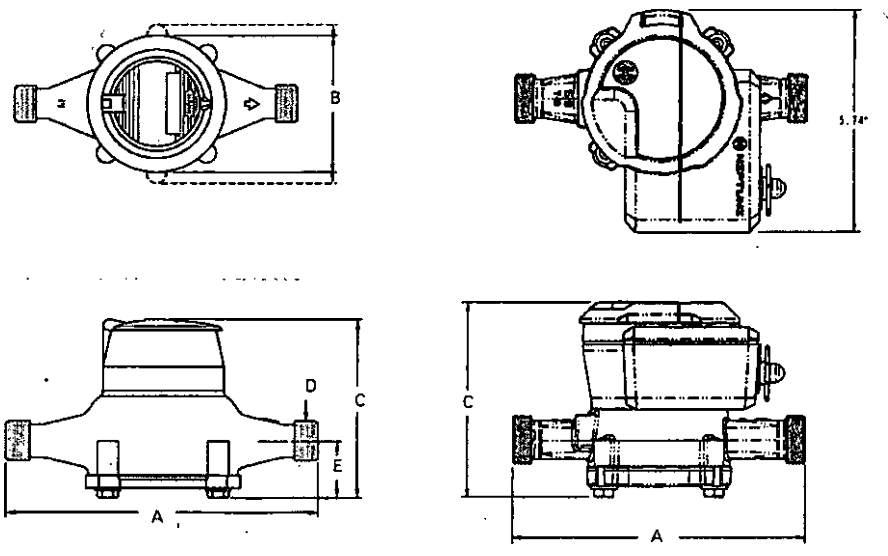


3/4" PRESSURE LOSS



1" PRESSURE LOSS





OPERATING CHARACTERISTICS:

Meter Size	Normal Operating Range @ 100% Accuracy (+/- 1.5%)	AWWA Standard	Low Flow @ 95% Accuracy
⅝"	½ to 20 US gpm 0.11 to 4.55 m³/h	1 to 20 US gpm 0.23 to 4.5 m³/h	⅛ US gpm 0.03 m³/h
¾"	¾ to 30 US gpm 0.17 to 6.82 m³/h	2 to 30 US gpm 0.45 to 6.8 m³/h	¼ US gpm 0.06 m³/h
1"	1 to 50 US gpm 0.23 to 11.36 m³/h	3 to 50 US gpm 0.68 to 11.4 m³/h	⅜ US gpm 0.09 m³/h

REGISTRATION:

ProRead Registration (per sweep hand revolution)		⅝"	¾" & 1"
10	US Gallons	√	√
10	Imperial Gallons	√	√
1	Cubic Foot	√	√
0.1	Cubic Metre	√	√
0.01	Cubic Metre	√	

Register Capacity ProRead & E-CODER		⅝"	¾" & 1"
10,000,000	US Gallons	√	√
10,000,000	Imperial Gallons	√	√
1,000,000	Cubic Feet	√	√
100,000	Cubic Metres	√	√
10,000	Cubic Metres	√	

E-CODER High Resolution (8-digit reading)		⅝"	¾" & 1"
0.1	US Gallons	√	√
0.1	Imperial Gallons	√	√
0.01	Cubic Feet	√	√
0.001	Cubic Metres	√	√

SPECIFICATIONS

- NSF/ANSI 372 certified and NSF/ANSI 61 compliant
- National Type Evaluation Program (NTEP) certification
- Application: Cold water measurement of flow in one direction in residential service applications
- Maximum operating water pressure: 150 psi (1034 kPa)
- Maximum operating water temperature: 80°F
- Measuring chamber: Nutating disc technology design made from proprietary synthetic polymer

OPTIONS

- Sizes:
  - ⅝", ⅝" x ¾"
  - ¾", ¾" SL, ¾" x 1"
  - 1", 1" x 1 ¼"
- Units of measure: U.S. gallons, imperial gallons, cubic feet, cubic metres
- Register types:
  - Direct reading: bronze box and cover (standard)
  - Remote reading: ProRead, E-CODER, E-CODER)R900*i*, E-CODER)R450*i*, TRICON/S, TRICON/E3
  - Reclaim
- Bottom caps:
  - Synthetic polymer (⅝" only)
  - Cast iron
  - Lead free, high-copper alloy
- Connections:
  - Lead free, high-copper alloy, straight or bent
- Environmental conditions:
  - Operating temperature: +33° F to +149° F (0° C to +65° C)
  - Storage temperature: +33° F to +158° F (0° C to +70° C)

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(525) 5203-5294
Fax: (525) 5203-6503

NEPTUNE
TECHNOLOGY GROUP

neptunetg.com

Aqua Pennsylvania, Inc
700 W. Sproul Road
Springfield, PA 19064

June 5, 2018

RE: Dony Pierre v. Aqua Pennsylvania, Inc.

PUC Docket No. C-2017-2631989

Dear Mary Hopper:

Thank you for the additional documents you provided. I sent you a reply email on April 26 but you did not replay. I wanted to bring to your attention that the picture of the Neptune T-10 5/8" Auto H65N 03-18 3026 meter you sent me is different from the Neptune T-10 water meter describe in the documents you provided me previously. The Neptune T-10 Auto H65N 03-18 3026 does not look like a digital or smart meter on first glimpse unlike the picture of the Neptune T-10 water meter in the product sheet you sent me previously.

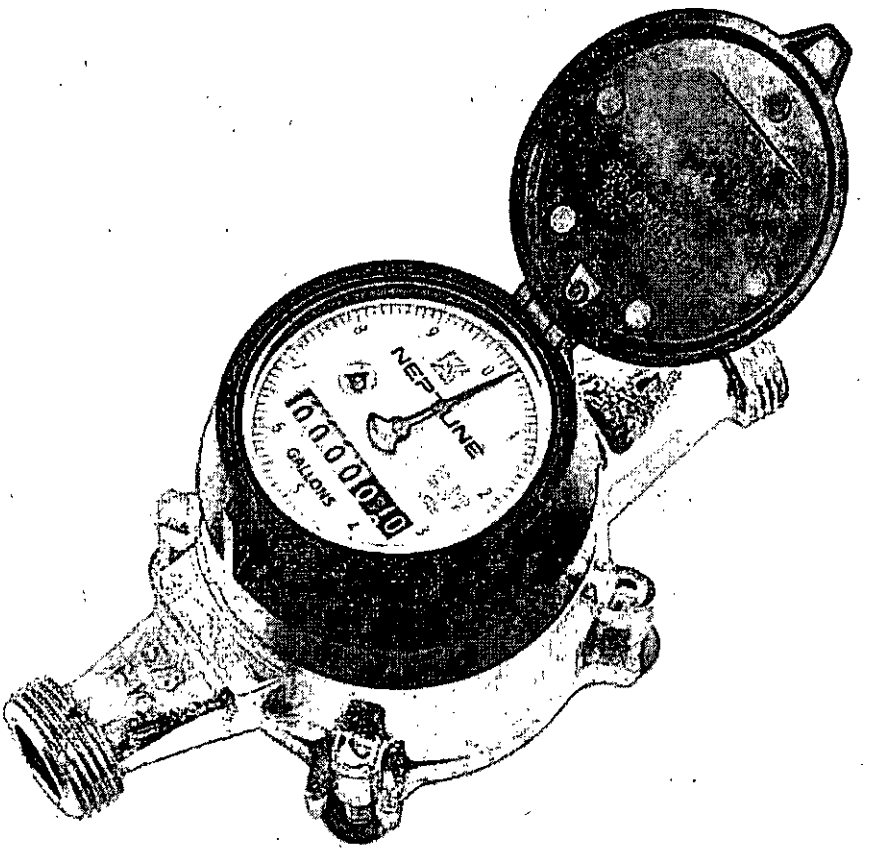
The picture of the Neptune T-10 below is the water meter identified and described in the product sheets and other documents you've provided me.

PICTURE 1 THIS IS A PICTURE OF A DIGITAL OR SMART METER

On your April 20, 2018 letter you attached a picture of the Neptune t-10 5/8" Auto H65N 03-18 3026. That Neptune t-10 5/8" Auto H65N 03-18 3026 meter may be acceptable once I get a chance to verify it.

The picture of the meter you sent me look similar to the image of the meter below.

PICTURE 2 THIS IS A PICTURE OF AN ANALOG METER



I would like to know if the meter in the picture you sent me is the exact water meter that will be installed in my house. I checked on the Neptune website but I did not see a meter that matches the Neptune t-10 5/8" Auto H65N 03-18 3026 water meter in the picture you sent me. The closest meter to the one in the picture you send is in the link below

https://www.neptunetg.com/products/watermeters/residential/t10/

Please provide the link to a website where I can find more information about the Neptune t-10 5/8" Auto H65N 03-18 3026 meter in the picture you sent.

I look forward to your answers!

Sent to: Mary Hopper via e-mail
CC: Aqua Pennsylvania, Inc. via mail
CC: Secretary Pennsylvania Public Utility Commission via mail

WITH SINCERITY;

DONY PIERRE
35 Walnut st
Clifton Heights PA, 19018
E-mail: pierresystem@gmail.com
Phone: 267-210-6806

Aqua Pennsylvania, Inc

762 W. Lancaster Avenue

Bryn Mawr, PA 19010

November 25, 2017

Dear Heather,

Per our conversation, last year Aqua utility sent a tech to install a new meter in my house. When Aqua called me about installing another new meter again this year I informed them the meter was replaced last year; they were not aware of that fact and they were not able to answer my questions about the meter that was installed last year.

For the safety of my family I have to be concerned when Aqua is unable to account for a tech that was dispatched to my house by Aqua. Please provide confirmation and detail information about the meter that was installed in my house last year. Please provide the name of the tech that was sent and the department, contractor, location and or facility the tech was dispatched from.

As for the new meter that Aqua is asking permission to install in my house, Aqua has not provided me any information about that meter. Is this new meter mandatory? Do I have to accept the new meter? Am I required by the county of Clifton Heights, the state of Pennsylvania and the United State Government to accept this new meter? If so please provide the local, state and federal laws that support your answers in writing.

Do I not have the right to decline Aqua's request to install this new meter in my property? Will this new meter pose any health risk of any kind to my family? Will this new meter cause any discomfort to me and my family? If yes please describe

how. **Will this new meter harm me and my family?** If yes please describe how. Can you provide me the results of all the studies and tests that were conducted proving that the meter is safe to be installed in customers' houses such as mine.

Please provide an answer to every question in writing and most importantly, provide full disclosure for the new meter that you are asking my permission to install in my house. I look forward to your answers!

Sent to: Heather Harrisson via e-mail
CC: Aqua Pennsylvania, Inc. via mail
CC: Secretary Pennsylvania Public Utility Commission via mail

WITH SINCERITY;

DONY PIERRE
35 Walnut st
Clifton Heights PA, 19018
E-mail: pierresystem@gmail.com
Phone: 267-210-6806

AQUA

IMPORTANT NOTICE – ACTION REQUIRED

Dear Customer:

At Aqua Pennsylvania (Aqua), we know that water is a precious resource – one that plays a critical role in sustaining life and we take seriously our responsibility to protect and provide it for our customers. Water meters are critical to this effort and must be replaced as they age. That is why Aqua is undertaking a water meter replacement program in your area.

We are writing to ask that you call our contractor, **Keystone Utility Systems,** at **877.587.2279** to schedule an appointment to have the meter at your property replaced. ***The replacement will take less than an hour.*** Appointments are available Monday through Friday between 8 a.m. and 6 p.m. and Saturdays 8 a.m. and 4 p.m.

Because Aqua must enter your property to replace the water meter, **an adult (over the age of 18) must be present. For safety reasons, please take special care to ensure that all pets—including dogs—are in a secure location and away from our representative and the work area, upon arrival and throughout the duration of the meter installation.** A normal installation takes less than an hour, including a 15-minute period during which Aqua must turn off your water supply to remove the old meter and install the new one. **To help our representative work quickly, please clear the area around the meter so he/she can have adequate room to work.**

Finally, if an Aqua representative discovers problems with your plumbing or fixtures near the installation site, they will explain what repairs you are responsible for and correct any for which Aqua is responsible.

We appreciate your prompt call to arrange your meter replacement.

Sincerely,

Matthew Fasbinder

Matthew Fasbinder
Manager, Metrology

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1000

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Dony Pierre
35 Walnut st
Clifton Heights PA, 19018

Secretary' S Bureau
Pennsylvania Public Utility Commission
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, Pennsylvania 17120