



Aqua Pennsylvania, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010

www.aquapennsylvania.com

VIA OVERNIGHT MAIL

May 17, 2010

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17105-3265

RECEIVED

MAY 17 2010

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: ***Jane J. Smith v. Aqua Pennsylvania, Inc.***
PUC Complaint Docket No. C-2010-2170196

Dear Secretary Chiavetta:

Please be advised that the above-captioned complaint has been resolved pursuant to an agreement reached between Complainant and Aqua Pennsylvania, Inc.

This letter shall serve as a certification pursuant to 52 Pa. Code 5.24(b) that there is satisfaction with the manner in which we have resolved this complaint. By copy of this letter, Complainant is advised of the right to object to this Certificate of Satisfaction within 10 days from the date of this letter by communicating that objection to the Secretary of the Commission.

If the Complainant does not object, please mark this matter closed and consider the complaint as having been withdrawn.

Please acknowledge receipt of this filing by date-stamping the extra copy of this letter and returning it to me in the self-addressed stamped envelope that is enclosed.

Sincerely,

Mary McFall Hopper
Regulatory Counsel
(610) 645-1170

cc: Ms. Jane J. Smith

fedex.com 1.800.GoFedEx 1.800.463.3339

1 From
Date 5/17/10 Sender's FedEx Account Number 234 016 814

Sender's Name Mary Metall Hopper Phone 610 645-1170

Company Agua Pennsylvania, Inc

Address 762 West Lancaster Avenue

City Bryn Mawr State Pa ZIP 19010

2 Your Internal Billing Reference 311-675831 - PSC PSW

3 To
Recipient's Name Rosemary Chivetta Phone _____

Company PA PUC HOLD Weekday HOLD Saturday

Address 400 North Street

Address Commonwealth Keystone Bldg.

City Harrisburg State Pa ZIP 17120

4a Express Package Service * To most locations. Packages up to 150 lbs.

- FedEx Priority Overnight Next business morning. * Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- FedEx Standard Overnight Next business afternoon. Saturday Delivery NOT available.
- FedEx First Overnight Earliest next business morning delivery to select locations. * Saturday Delivery NOT available.
- FedEx 2Day Second business day. * Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- FedEx Express Saver Third business day. * Saturday Delivery NOT available.

4b Express Freight Service ** To most locations. Packages over 150 lbs.

- FedEx 1Day Freight Next business day. * Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- FedEx 2Day Freight Second business day. * Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- FedEx 3Day Freight Third business day. * Saturday Delivery NOT available.

5 Packaging * Declared value limit \$500.

- FedEx Envelope* FedEx Pak* FedEx Box FedEx Tube Other

6 Special Handling and Delivery Signature Options

3 SATURDAY DELIVERY

- No Signature Required Package may be left without obtaining a signature for delivery.
- Direct Signature Someone at recipient's address may sign for delivery. Fee applies.
- Indirect Signature If no one is available at recipient's address, someone at a neighboring address may sign for delivery. For residential deliveries only. Fee applies.

Does this shipment contain dangerous goods?
One box must be checked.

- No Yes As per attached Shipper's Declaration.
- Yes Shipper's Declaration not required.
- Dry Ice Dry Ice, 8 UN 1845 _____ kg
- Cargo Aircraft Only

7 Payment Bill to:

- Sender Acct. No. in Section 1 will be billed. Recipient Third Party Credit Card Cash/Check

Total Packages _____ Total Weight _____ Credit Card Auth. _____

*Our liability is limited to \$100 unless you declare a higher value. See the current FedEx Service Guide for details.



fedex.com 1.800.GoFedEx 1.800.463.3339