

R-2009-2132019

APRIL 26, 2010.

Honorable Angela T. Jones
Administrative Law Judge
Pennsylvania Public Utility Commission
801 Market Street, Suite # 4063
Philadelphia, Pa. # 19107

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Public Utility Commission
Philadelphia Office
Administrative Law Judge

Your Honor;

Initially when we moved to Pa. after retirement, we were paying \$ 20.00 per month for water that was not drinkable, and also had no water poor pressure. Therefore, I had a water purification system installed to offset the poor water quality and the hardness.

Then Aqua took over the water system in 2003.

In 2005, they went for a price increase, and was given it by the first law judge. That raised the price to \$35.00 per month with no increase in water pressure and/or water QUALITY.

In 2009, Aqua increased the price to \$55.00 per month, again no better water QUALITY and/or water pressure.

Now its 2010, and they want another price increase? What do these people think we have an endless source of money to pay for their incompetence?

I complained again concerning the poor taste of the water, and they sent a crew to my home to check it out.

When they came, they wanted to test the water, I stated " go ahead". On of the crew members asked for a glass, turned on the faucet and took a drink from the glass.

The crew member stated " it tastes good to me"?

I then cleaned the glass turned on the faucet and took a drink, I stated " it tastes like chlorine to me", I then stated " you that don't know what good water tastes like".

I then asked why don't I have good water pressure?

They stated " its my input filter, its clogged.

They then left.

Miraculously, three days later, the water pressure increased, I guess it wasn't my filter in the first place?

We use approximately 1400 gallons of water per month, and the cost is \$7.70, THEN, there is the sewer charge of \$ 7.03. Yet my water bill is \$ 56.44, explain this to me if you can, and whom is the person being robbed?

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

The last two lawyers gave Aqua the go ahead to increase the price of water, nothing has changed, the water is still the same, and the price keeps going up and up, how long are we customers supposed to put up with this type of business?

I believe ENOUGH IS ENOUGH and Aqua has to be stopped.

Are you going to be the first judge to correct these miscarriages of justice, or are we going to be robbed AGAIN?

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