



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

www.aquapennsylvania.com

VIA OVERNIGHT MAIL

June 8, 2012

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

RECEIVED

JUN 8 2012

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RE: *Cynthia Briscoe Mason v. Aqua Pennsylvania, Inc.*  
*PUC Docket No. C-2012-2298391*

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If the Complainant does not object, please mark this matter closed and consider the complaint as having been withdrawn.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: Cynthia Briscoe Mason  
Special Agent Tiffany Hunt

From: (610) 645-1128  
Lora Frecek  
Aqua America, Inc.  
762 West Lancaster Avenue  
Bryn Mawr, PA 19010

Origin ID: WAYA



Ship Date: 08JUN12  
ActWgt: 1.0 LB  
CAD: 100061330/MINET3250

Delivery Address Bar Code



SHIP TO: (717) 787-8009

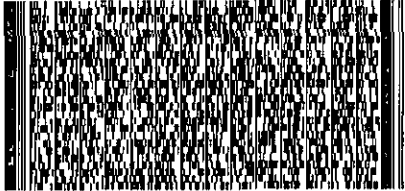
BILL SENDER

**Rosemary Chiavetta, Secretary**  
**PA Public Utility Commission**  
**400 N ST TWO NORTH KEYSTONE**  
**COMMONWEALTH KEYSTONE BUILDING**  
**HARRISBURG, PA 17120**

Ref # 11-311-675831-PSC ALL UTIL  
Invoice # 11-311  
PO #  
Dept # 11-311

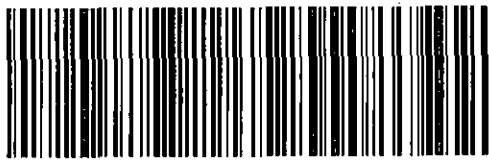
**MON - 11 JUN A1**  
**STANDARD OVERNIGHT**

TRK# 7984 8772 7599  
0201



**SH MDTA**

**17120**  
PA-US  
MDT



512G1/793AA278

**After printing this label:**

1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

**Warning:** Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number.

package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$500, e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits, see current FedEx Service Guide.