



Service To:  
**FRANK NELLOM**  
**0520 KEYSTONE AVE**  
**DARBY, PA 19023-2414**

Account Number  
**001769173 0054535**  
 MAIN DIVISION  
 1101010 PWSID # PA1460073

**Aqua Pennsylvania, Inc.**  
 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**  
 Fax: **866.780.8292**  
**www.aquaamerica.com**

Questions about your water service?... Contact us before the due date.  
 Bill Date **September 09, 2013** Total Amount Due **\$ 167.17** Current Charges Due Date **October 01, 2013**

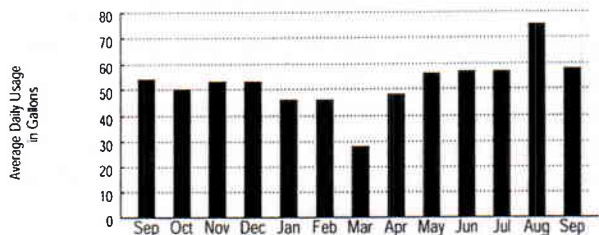
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
51534072	5/8	09/05/13	31	Actual	543500	1,800	Gallons
		08/05/13		Actual	541700		
Average Daily Usage = 58 Gallons		Total Days: 31		Total Usage:		1,800	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 133.33
Total Payments Received .....	0.00
<b>Remaining Balance .....</b>	<b>133.33</b>
Customer Charge .....	16.00
1,800 gallons @ \$0.009071 per gallon.....	16.33
Total Water Charges .....	32.33
Late Charge .....	1.51
<b>Amount Due.....</b>	<b>\$ 167.17</b>

**Water Usage History**



Read Types:  Actual  Estimated  Customer

**Message Center** (see reverse side for other information)

- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at [www.aquaamerica.com](http://www.aquaamerica.com).
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records.  
 Return this portion with your payment.

**AQUA Water Bill**

**Aqua Pennsylvania, Inc.**  
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:  
**FRANK NELLOM**  
**0520 KEYSTONE AVE**  
**DARBY, PA 19023-2414**

**PLEASE DO NOT REMIT PAYMENT TO THE ABOVE ADDRESS**

Cyc=10S5 1up=1355613

Seq=23501

0054535

FRANK NELLOM  
 520 KEYSTONE AVE  
 DARBY PA 19023-2414

Account Number - Please print on your check

**001769173 0054535**

Amount Due Current Charges Due Date

**\$ 167.17 October 01, 2013**

Amount Enclosed

\$

Please make check payable to

**Aqua PA**

MAIL TO ADDRESS ON BACK OF THIS STUB

00176917300545350000000167175

(Exhibit A)

# Notice After Water is Shut Off

DATE NOTICE ISSUED: 9/25

Name: Nelson

Service Address: 520 Keystone

Serial No.

Account No. 54535

We shut off water on \_\_\_\_\_ at \_\_\_\_\_  A.M.  P.M.

## THIS ACTION HAS BEEN TAKEN FOR THE FOLLOWING REASON:

1. Your Bill For \$ 133.33 is Overdue. Call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections).

2. Need to Apply for Water Service or Give Meter Access to:

- Read Meter
- Install Meter
- Inspect or Repair Meter Equipment
- Exchange Meter

Call 1.877.WTR.AQUA or 1.877.987.2782.

3. Need to Meet Required Specifications for Meter Installation:

- No Heat
- No Pressure Reducing Valve
- Incorrect or No Meter Space
- Backflow Call 610.328.9510

4. Other: \_\_\_\_\_ Call 1.877.WTR.AQUA or 1.877.987.2782.

## YOU MUST DO THE FOLLOWING AT ONCE:

- **To Allow Access or To Meet Required Meter Installation Specifications:** Call the builder or plumber and have them correct the problem. Then call a customer service representative at 1.877.WTR.AQUA or 1.877.987.2782
- **Billing:** Pay the total amount due or call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) to: request a payment arrangement; let us know that you made the payment; or dispute the overdue bill. If we shut off your water, you may have to pay the following charges to have your water turned back on. Overdue Amount \$ \_\_\_\_\_; Turn-on Charge \$ 50; Security Deposit \$ \_\_\_\_\_; Total Amount Due \$ \_\_\_\_\_. **Payments will not be accepted by our representative, it must be paid at an authorized payment location** (call us for the nearest payment location's address).
- Call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice shown (on the back).
- If you need water to heat your property, please contact the company immediately at 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) so we can arrange a service visit to verify that need. The company will act in accordance with public utility law with respect to water service shut offs.

If you have any questions or need more information, please call us. If you are not satisfied after you talk to us, you may file a complaint with the Public Utility Commission by calling 1.800.692.7380 toll free, or by writing to P.O. Box 3265, Harrisburg, PA 17105-3265. The Public Utility Commission will delay the shut off if you file a complaint before the shut off date.

Call Center Malware

Memo

Kimberly  
Terry-Supervisor

Bryan Mann  
AQUA  
custservreply @ aqua  
comusec.com

762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Exhibit B

PA-B-266 REV 0610

Fox 866-780-8301 D:mandate to

**MEDICAL CERTIFICATE**

**AQUA**

CUSTOMER/PATIENT INFORMATION			
ACCOUNT NO	001769173 0054535		
CUSTOMER OF RECORD	Frank Nellom	CUSTOMER'S PHONE NUMBER(S)	484-469-0265
CUSTOMER'S SERVICE ADDRESS 520 Keystone Avenue			
CITY	Darby	STATE	PA ZIP CODE 19023

I hereby certify that the above information is correct and the patient is a permanent resident of the address listed above.

CUSTOMER'S SIGNATURE	Frank Nellom	DATE	09/26/13
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PRIMARY CARE PHYSICIAN'S INFORMATION	
A licensed physician or nurse practitioner should complete this section, only after the patient whose name appears hereon has been personally examined and you have determined that disconnection of water service would be ESPECIALLY DANGEROUS to the health of that individual. If, in your opinion, an especially dangerous situation DOES NOT EXIST, DO NOT SIGN THIS FORM. A Medical Certificate must be submitted for each request.	
PATIENT'S NAME	Frank Nellom
PATIENT'S RELATIONSHIP TO CUSTOMER OF RECORD	Self
PHYSICIAN'S NAME (Print)	Angeles Gonzalez Prado, MD
PHYSICIAN'S OFFICE ADDRESS	2821 Island Avenue, Phila, PA 19153
OFFICE PHONE NO	215-863-6110
FAX NO.	215-863-6121

It is my professional opinion that because of the medical condition of the above-named patient, it would be especially dangerous to this person's health to have the water service discontinued within the next 30 days.

PHYSICIAN'S SIGNATURE	A. Gonzalez, MD	DATE	9-26-13
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A valid medical certificate is good for *thirty (30) days*. Once we determine we have received a valid medical certificate, Aqua will not shut off the water for non-payment for those 30 days. This form is void if modified or altered.

AQUA MUST RECEIVE THIS COMPLETED FORM WITHIN 3 BUSINESS DAYS. MAIL OR FAX TO:	
FAX NUMBER: 866-780-8301	OFFICE ADDRESS: 762 W. Lancaster Avenue Attention: Collections Bryn Mawr PA 19010
PHONE 1-877-987-2782	HOURS: 7:30 a.m. - 5:00 p.m.

TO BE COMPLETED BY COMPANY REPRESENTATIVE ONLY		
1 <sup>st</sup> CERT	2 <sup>nd</sup> CERT	3 <sup>rd</sup> CERT

*Exhibit C*

Fax 866-780-8301

**- Exhibit C**

Please visit us at [www.aquaamerica.com](http://www.aquaamerica.com) to register online today. Click Enter online here!

For water quality reports / fluoride content

Please use this link [Aqua America Water Quality Reports](#)

Zip Check Application

**Zip Check**

Zip Check is a convenient direct payment plan that automatically deducts the exact amount of your bill from your checking account on the due date. Participants receive a bill detailing your usage, the amount that will be withdrawn, and the date which the amount will be withdrawn.

**Print a Zip Check application**, attach a voided check and send both to Aqua Pennsylvania Zip Check Department, 762 W. Lancaster Avenue, Bryn Mawr, PA 19010-3489.

Go Green, Go Paperless (Can make payments at this site)


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**From:** Frank Nellom [mailto:franknellom@gmail.com]  
**Sent:** Wednesday, November 06, 2013 8:20 AM

[Quoted text hidden]

[Quoted text hidden]

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 **0017691730054535\_1379478.pdf**  
174K

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**Frank Nellom** <franknellom@gmail.com>  
To: custservreply <custservreply@aquaamerica.com>

Tue, Nov 12, 2013 at 3:54 PM

Regarding the water my daughter and I need to stay alive being shut off on 11/18/13 for \$191.00. \$50.00 of which is claimed to be owed for not asking me to shut the water until we settled are differences.

I recently paid \$100.00 to Aqua out of a small settlement received from one of the cases I am prosecuting or plan to pro se. To cover Nov/Dec usage. Reduced usage will be demonstrated for those months. All other charges and fees remain in dispute until further investigation can determine the truth or falsity of them.

THEREFORE YOU ARE HEREBY BEING ADVISED OF MY INTENT TO FILE SUIT AGAINST AQUA AMERICA ON OR BEFORE JANUARY 2014. THEREFORE YOU SHOULD FORWARD THIS PAPER TO YOUR LEGAL DEPARTMENT AT ONCE.

[Quoted text hidden]

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**Aqua America CustServReply Auto Reply** <custservreply-noreply@aquaamerica.com>  
To: Frank Nellom <franknellom@gmail.com>

Tue, Nov 12, 2013 at 3:54 PM

Thank you for contacting Aqua America. We have received your request and will usually respond within 2 business days.

*Exhibit D 1* 9/19

If you are experiencing a water emergency or if your service has been disconnected, please contact us immediately at **877.WTR.AQUA** or **877.987.2782**.

**Please note:**

This message was sent from an unmonitored mailbox. Please **do not reply** to this message and visit our website at [www.aquaamerica.com](http://www.aquaamerica.com) and click on contacts

Thank you,

Aqua America, Inc.

762 West Lancaster Avenue  
Bryn Mawr, PA 19010

Customer Service Hours:  
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time  
877 WTR AQUA or 877.987.2782

**From:** Frank Nellom [mailto:franknellom@gmail.com]  
**Sent:** Thursday, November 14, 2013 5:39 PM

[Quoted text hidden]

[Quoted text hidden]

Fri, Nov 15, 2013 at 12:22 PM

**custservreply** <custservreply@aquaamerica.com>  
To: Frank Nellom <franknellom@gmail.com>

Frank,

I have put this request in for a complete account summary. Please allow up to 30 days to receive.

**PLEASE DO NOT REPLY TO THIS EMAIL. IT WAS SENT BY AN UNMONITORED EMAIL ACCOUNT.  
PLEASE USE THE LINK BELOW.**

Replies to this email should be sent to: [custservreply@aquaamerica.com](mailto:custservreply@aquaamerica.com)

Exhibit D

D2  
Exhibit

# 3-Day Shut Off Notice

DATE NOTICE ISSUED:

11/26

Name:

FN

Service Address:

520 Keystone Ave

Serial No.

Account No.

54535

For Aqua Pennsylvania, Inc. to continue supplying water service, we need your assistance. If the information marked below is not provided within the next 3 days, we will shut off the water service at the above address on or after 8:00 A.M. on 12/2.

## THIS ACTION WILL BE TAKEN FOR THE FOLLOWING REASON:

1. Your Bill For \$ 111.00 is Overdue. Call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections).
2. Need to Apply for Water Service or Give Meter Access to:
  - Read Meter
  - Install Meter
  - Inspect or Repair Meter Equipment
  - Exchange MeterCall 1.877.WTR.AQUA or 1.877.987.2782.
3. Need to Meet Required Specifications for Meter Installation:
  - No Heat
  - No Pressure Reducing Valve
  - Incorrect or No Meter Space
  - BackflowCall 610.328.9510
4. Other: \_\_\_\_\_ Call 1.877.WTR.AQUA or 1.877.987.2782.

## TO STOP THE SHUT OFF, YOU MUST DO THE FOLLOWING AT ONCE:

- **To Allow Access or To Meet Required Meter Installation Specifications:** Call the builder or plumber and have them correct the problem. Then call a customer service representative at 1.877.WTR.AQUA or 1.877.987.2782 to schedule an inspection appointment.
- **Billing:** Pay the total amount due or call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) to: request a payment arrangement; let us know that you made the payment; or dispute the overdue bill. If we shut off your water, you may have to pay the following charges to have your water turned back on. Overdue Amount \$ \_\_\_\_\_; Turn-on Charge \$ 50; Security Deposit \$ \_\_\_\_\_; Total Amount Due \$ \_\_\_\_\_. **Payments will not be accepted by our field representative, it must be paid at an authorized payment location** (call us for the nearest payment location's address). An adult of the age of 18 must be present for reconnection of service if we shut off your water.
- Call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice shown (on the back).
- If you need water to heat your property, please contact the company immediately at 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) so we can arrange a service visit to verify that need. The company will act in accordance with public utility law with respect to water service shut offs.

If you have any questions or need more information, please call us. If you are not satisfied after you talk to us, you may file a complaint with the Public Utility Commission by calling 1.800.692.7380 toll free, or by writing to P.O. Box 3265, Harrisburg, PA 17105-3265. The Public Utility Commission will delay the shut off if you file a complaint before the shut off date.

Blue

AQUA

762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Exhibit E

Exhibit

PA-B-264 REV 0811

# 48-Hour Shut Off Notice

DATE NOTICE ISSUED:

12/3

Name:

FL

Service Address:

520 Keystone Ave

Serial No.

Account No.

54535

For Aqua Pennsylvania, Inc. to continue supplying water service, we need your assistance. If the information marked below is not provided within the next 48 hours, we will shut off the water service at the above address on or after 8:00 A.M. on 12/3.

## THIS ACTION WILL BE TAKEN FOR THE FOLLOWING REASON:

1. Your Bill For \$ 141.00 is Overdue. Call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections).
2. Need to Apply for Water Service or Give Meter Access to:  
 Read Meter  
 Inspect or Repair Meter Equipment  
 Install Meter  
 Exchange Meter  
Call 1.877.WTR.AQUA or 1.877.987.2782.
3. Need to Meet Required Specifications for Meter Installation:  
 No Heat  
 Incorrect or No Meter Space  
 No Pressure Reducing Valve  
 Backflow  
Call 610.328.9510.
4. Other: \_\_\_\_\_ Call 1.877.WTR.AQUA or 1.877.987.2782.

## TO STOP THE SHUT OFF, YOU MUST DO THE FOLLOWING AT ONCE:

- **To Allow Access or To Meet Required Meter Installation Specifications:** Call the builder or plumber and have them correct the problem. Then call a customer service representative at 1.877.WTR.AQUA or 1.877.987.2782.
- **Billing:** Pay the total amount due or call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) to: request a payment arrangement; let us know that you made the payment; or dispute the overdue bill. If we shut off your water, you may have to pay the following charges to have your water turned back on. Overdue Amount \$ \_\_\_\_\_; Turn-on Charge \$ 50; Security Deposit \$ \_\_\_\_\_; Total Amount Due \$ \_\_\_\_\_. **Payments will not be accepted by our representative, it must be paid at an authorized payment location** (call us for the nearest payment location's address).
- Call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice shown (on the back).
- If you need water to heat your property, please contact the company immediately at 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) so we can arrange a service visit to verify that need. The company will act in accordance with public utility law with respect to water service shut offs.

If you have any questions or need more information, please call us. If you are not satisfied after you talk to us, you may file a complaint with the Public Utility Commission by calling 1.800.692.7380 toll free, or by writing to P.O. Box 3265, Harrisburg, PA 17105-3265. The Public Utility Commission will delay the shut off if you file a complaint before the shut off date.

Pink

AQUA

762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Exhibit F  
Exhibit

PA-B-263 REV 01/01

# Notice After Water is Shut Off

DATE NOTICE ISSUED:

12/12

Name:

f N

Service Address:

520 Keystone Ave

Serial No.

Account No.

54535

We shut off water on

12/12

at

10.00

A.M.

P.M.

## THIS ACTION HAS BEEN TAKEN FOR THE FOLLOWING REASON:

1. Your Bill For \$ 41.00 is Overdue. Call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections).

2. Need to Apply for Water Service or Give Meter Access to:

Read Meter

Install Meter

Call 1.877.WTR.AQUA or 1.877.987.2782.

Inspect or Repair Meter Equipment

Exchange Meter

3. Need to Meet Required Specifications for Meter Installation:

No Heat

No Pressure Reducing Valve

Incorrect or No Meter Space

Backflow Call 610.328.9510

4. Other:

Call 1.877.WTR.AQUA or 1.877.987.2782.

## YOU MUST DO THE FOLLOWING AT ONCE:

- **To Allow Access or To Meet Required Meter Installation Specifications:** Call the builder or plumber and have them correct the problem. Then call a customer service representative at 1.877.WTR.AQUA or 1.877.987.2782
- **Billing:** Pay the total amount due or call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) to: request a payment arrangement; let us know that you made the payment; or dispute the overdue bill. If we shut off your water, you may have to pay the following charges to have your water turned back on. Overdue Amount \$ \_\_\_\_\_; Turn-on Charge \$ \_\_\_\_\_; Security Deposit \$ \_\_\_\_\_; Total Amount Due \$ \_\_\_\_\_. **Payments will not be accepted by our field representative, it must be paid at an authorized payment location** (call us for the nearest payment location's address). An adult of the age of 18 must be present for reconnection of service if we shut off your water.
- Call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice shown (on the back).
- If you need water to heat your property, please contact the company immediately at 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) so we can arrange a service visit to verify that need. The company will act in accordance with public utility law with respect to water service shut offs.

If you have any questions or need more information, please call us. If you are not satisfied after you talk to us, you may file a complaint with the Public Utility Commission by calling 1.800.692.7380 toll free, or by writing to P.O. Box 3265, Harrisburg, PA 17105-3265. The Public Utility Commission will delay the shut off if you file a complaint before the shut off date.

Yellow

AQUA

Exhibit G

# MEDICAL CERTIFICATE

# AQUA

CUSTOMER/PATIENT INFORMATION			
ACCOUNT NO. 001769173-0054535			
CUSTOMER OF RECORD Frank Nellom		CUSTOMER'S PHONE NUMBER(S) 484-469-0265	
CUSTOMER'S SERVICE ADDRESS 520 Keystone Ave			
CITY Darby	STATE PA	ZIP CODE 19023	

I hereby certify that the above information is correct and the patient is a permanent resident of the address listed above

CUSTOMER'S SIGNATURE <i>Frank Nellom</i>	DATE 12-16-13
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PRIMARY CARE PHYSICIAN'S INFORMATION	
A licensed physician or nurse practitioner should complete this section, only after the patient whose name appears hereon has been personally examined and you have determined that disconnection of water service would be ESPECIALLY DANGEROUS to the health of that individual. If, in your opinion, an especially dangerous situation DOES NOT EXIST, DO NOT SIGN THIS FORM. A Medical Certificate must be submitted for each request.	
PATIENT'S NAME Frank Nellom	PATIENT'S RELATIONSHIP TO CUSTOMER OF RECORD self
PHYSICIAN'S NAME (Print)	Angeles Gonzalez-Prado, MD 2821 Island Ave • Philadelphia, PA 19153 Ph. 215-863-6110 Fx. 215-863-6111 License# MD-062524-L NPI# 1164412169
PHYSICIAN'S OFFICE ADDRESS	
OFFICE PHONE NO.	FAX NO.

**NO MEDICAL REASON** NOT

It is my professional opinion that because of the medical condition of the above-named patient, it would be especially dangerous to this person's health to have the water service discontinued within the next 30 days.

PHYSICIAN'S SIGNATURE <i>A. Gonzalez, MD</i>	DATE 12/12/13
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A valid medical certificate is good for **thirty (30) days**. Once we determine we have received a valid medical certificate, Aqua will not shut off the water for non-payment for those 30 days. This form is void if modified or altered.

**PATIENT NEEDS WATER TO TAKE MEDICATION**

**AQUA MUST RECEIVE THIS COMPLETED FORM WITHIN 3 BUSINESS DAYS. MAIL OR FAX TO:**

FAX NUMBER: 866-780-8301	OFFICE ADDRESS: 762 W. Lancaster Avenue Attention: Collections Bryn Mawr PA 19010
PHONE: 1-877-987-2782	HOURS: 7:30 a.m. – 5:00 p.m.

TO BE COMPLETED BY COMPANY REPRESENTATIVE	
1 <sup>ST</sup> CERT	2 <sup>ND</sup> CERT

**Exhibit**

**FAXED**  
12.12.13

Making clear, if a person files a dispute, the dispute must be resolve before service is terminated.

QUESTION

Does Aqua recognize that it is illegal to terminate service of home owners with medical condition raising a two year old? After receiving the above stated complaint, and information request?

A copy of this email will be forwarded to PUC Rep Kevin Ford by email @ keford@pa.gov. Please see attached information.

[Quoted text hidden]

➔ Exhibits A-C to Donna Alston.PDF  
309K

**Aqua America CustServReply Auto Reply** <custservreply-noreply@aquaamerica.com>  
To Frank Nellom <franknellom@gmail.com>

Wed, Dec 18, 2013 at 1:12 PM

Thank you for contacting Aqua America. We have received your request and will usually respond within 2 business days.

If you are experiencing a water emergency or if your service has been disconnected, please contact us immediately at **877.WTR.AQUA** or **877.987.2782**.

**Please note:**

This message was sent from an unmonitored mailbox. Please **do not reply** to this message and visit our website at [www.aquaamerica.com](http://www.aquaamerica.com) and click on contacts

Thank you.

Aqua America, Inc.

762 West Lancaster Avenue  
Bryn Mawr, PA 19010

Customer Service Hours:  
Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time  
877 WTR.AQUA or 877.987.2782

*Exhibit I*

**From:** Frank Nellom [mailto:franknellom@gmail.com]