

**(Appendix-I Exhibits A through M)**

C3



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**

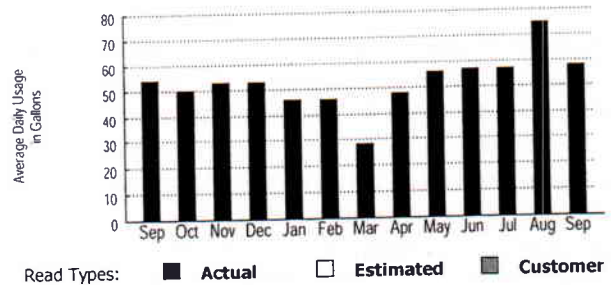
Questions about your water service?... Contact us before the due date.  
Bill Date: **September 09, 2013** Total Amount Due: **\$ 167.17** Current Charges Due Date: **October 01, 2013**

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  
**Remaining Balance ..... 133.33**  
 Customer Charge ..... 16.00  
 1,800 gallons @ \$0.009071 per gallon ..... 16.33  
 Total Water Charges ..... 32.33  
 Late Charge ..... 1.51  
**Amount Due ..... \$ 167.17**

**Water Usage History**



**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: **\$ 167.17** Current Charges Due Date: **October 01, 2013**

Amount Enclosed

\$

Please make check payable to  
**Aqua PA**

MAIL TO ADDRESS ON BACK OF THIS STUB

00176917300545350000000167175

(Exhibit A)

29

# Notice After Water is Shut Off

DATE NOTICE ISSUED: 9/25

Name: Nellam

Service Address: 520 Hysteria

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 Mailed

Memo

Kimberly  
Terry-Superman

Bryn Mawr  
AQUA  
custservreply @ aqua  
comutec.com

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

Exhibit B

PA 8-266 REV 0610

Fox 866-780-8301 D: mandate to

C17

MEDICAL CERTIFICATE



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 <i>Frank Nellom</i>	DATE 09/26/13
---	------------------

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 <i>A. Gonzalez, MD</i>	DATE 9-26-13
---	-----------------

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

Fax 866-780-8301

Exhibit C

C 14

# 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 \$ 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
- 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.

## 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 D

C15

# 48-Hour Shut Off Notice

**DATE NOTICE ISSUED:** 12/3

Name: FL

Service Address: 520 Keystone Ave

Serial No. Account No. 54539

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  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.

## 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



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

Exhibit E

# 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



Exhibit F

Exhibit

IN THE COURT OF COMMON PLEAS OF DELAWARE COUNTY, PENNSYLVANIA  
CIVIL ACTION - LAW


FRANK NELLOM : No. 14-0431  
: :  
v. : :  
: :  
AQUA PENNSYLVANIA, INC. :

ORDER

AND NOW, this 16<sup>th</sup> day of OCTOBER, 2014, upon consideration of Defendant's Preliminary Objections and the response filed thereto, it is hereby **ORDERED** as follows:

1. Plaintiff's Preliminary Objections to Defendant's Preliminary Objections are OVERRULED.
2. Defendant's Preliminary Objections are SUSTAINED to the extent that all liability claims asserted in the Second Amended Complaint are bifurcated from the damage claims and referred to the Public Utility Commission for disposition. Plaintiff shall effectuate this referral by filing the necessary action with the Public Utility Commission.
3. Trial of this action with respect to damages is hereby stayed pending disposition of Plaintiff's claims before the Public Utility Commission, including all appeals.

By The Court:

  
J.  
OFFICE OF  
JUDICIAL SUPPORT  
DELAWARE CO. PA.

2014 OCT 17 PM 2:06

FILED JM

Exhibit G

# 10-Day Shut Off Notice

DATE NOTICE ISSUED: 10-24-14

Name: Frank Mellom

Service Address: 520 Keystone Avenue, Darby, PA 19023

Serial No.

Account No. 0017691730054535

For Aqua Pennsylvania, Inc. to continue supplying water service, we need your assistance. If the information marked below is not provided within the next 10 days, we will shut off the water service at the above address on or after 8:00 A.M. on 11-3-14.

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

1. Your Bill For \$ 272.76 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.

## 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 our Senior Administrative Clerk at 1.877.WTR.AQUA 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 \$ 272.76; Turn-on Charge \$ 50; Security Deposit \$ \_\_\_\_\_; Total Amount Due \$ 322.76. **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 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.



# Exhibit H

C12

# 3-Day Shut Off Notice

DATE NOTICE ISSUED: 10/30/14

Name: F. NELLOOT

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 11/3/14.

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

1. Your Bill For \$ 272.76 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.

## 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 \$ 50.00; 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.



# Exhibit I

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

**E-file Confirmation for 1570091**

5 messages

Fri, Oct 31, 2014 at 4:40 PM

eFile@pa.gov <eFile@pa.gov>  
To: franknellom@gmail.com  
Cc: chip4683@yahoo.com

Dear Frank Nellom,

Your eFiling has been successfully filed on Thu Oct 30 13:12:56 EDT 2014.  
You may view this Filing at

Attachment to Complaint - Frank Nellom and the Case details are: {DocketNumber=C-2014-2450732, Bp8CaseID=2450732}

Nellom Formal Complaint and the Case details are: {DocketNumber=C-2014-2450732, Bp8CaseID=2450732}

Attachment to Complaint Court Order - Frank Nellom and the Case details are: {DocketNumber=C-2014-2450732, Bp8CaseID=2450732}

Thank You,  
Public Utility Commission  
Commonwealth of Pennsylvania

*\* Please do not respond to this automatically generated email.*

Fri, Oct 31, 2014 at 7:15 PM

Frank Nellom <franknellom@gmail.com>  
To: "Margaret A. Morris, Esquire" <mmorris@regerlaw.com>

Dear Margaret:

Please find attached complaint filing information following.

Frank Nellom  
520 Keystone Avenue  
Darby PA 19023  
484-469-0265  
[Quoted text hidden]

**3 attachments**

**Formal Complaint to file 10-30-140-signed.pdf**  
225K

**10-16-14 order.PDF**  
83K

**2d Amend Complaint filed 6-30-14.PDF**  
2045K

Mon, Nov 3, 2014 at 7:22 AM

Margaret A. Morris, Esquire <mmorris@regerlaw.com>  
To: Frank Nellom <franknellom@gmail.com>

Thank you. Please note that unlike civil proceedings, the PA PUC will serve Aqua PA with the Complaint and the responsive pleadings will be 20 days from date of cover from PUC.

Margie

Cira Centre, 13th Floor  
2929 Arch Street  
Philadelphia, Pa 19104  
Phone: 215.495.6500  
Fax: 215.495.6600  
Web: www.regerlaw.com  
Margaret A. Morris, Esquire  
mmorris@regerlaw.com

**Exhibit J**

NEW IRS RULES RESTRICT WRITTEN FEDERAL TAX ADVICE FROM LAWYERS AND ACCOUNTANTS. WE INCLUDE THIS STATEMENT IN ALL OUTBOUND EMAILS BECAUSE EVEN INADVERTENT VIOLATIONS MAY BE PENALIZED. NOTHING IN THIS MESSAGE IS INTENDED TO BE USED, OR MAY BE USED, TO AVOID ANY PENALTY UNDER FEDERAL TAX LAWS. THIS MESSAGE WAS NOT WRITTEN TO SUPPORT THE PROMOTION OR MARKETING OF ANY TRANSACTION. CONTACT THE SENDER IF YOU WISH TO ENGAGE US TO PROVIDE FORMAL WRITTEN ADVICE AS TO TAX ISSUES.

THIS E-MAIL MAY CONTAIN PRIVILEGED, CONFIDENTIAL, COPYRIGHTED, OR OTHER LEGALLY PROTECTED INFORMATION. IF YOU ARE NOT THE INTENDED RECIPIENT (EVEN IF THE E-MAIL ADDRESS ABOVE IS YOURS), YOU MAY NOT USE, COPY, OR RETRANSMIT IT. IF YOU HAVE RECEIVED THIS BY MISTAKE PLEASE NOTIFY US BY RETURN E-MAIL, THEN DELETE. THANK YOU.

[Quoted text hidden]

---

**Frank Nellom** <franknellom@gmail.com>  
To: "Margaret A. Morris, Esquire" <mmorris@regerlaw.com>

Mon, Nov 3, 2014 at 11:46 AM

In any case you should notify Aqua that they would be in violation of law for discontinuing service while complaints exist before both trial court and PUC.

In fact, believe Aqua just turned off the water. You should let them know.

Frank

[Quoted text hidden]

---

**Frank Nellom** <franknellom@gmail.com>  
To: "Donna P. Alston" <DPAIston@aquaamerica.com>

Mon, Nov 3, 2014 at 12:34 PM

[Quoted text hidden]

Exhibit K

# Notice After Water is Shut Off

DATE NOTICE ISSUED: 11-3-14

Name: F. NE/1007

Service Address: 520 KeyStone Ave

Serial No. \_\_\_\_\_ Account No. 54525

We shut off water on 11/3/14 at \_\_\_\_\_  A.M.  P.M.

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

- Your Bill For \$ 272.76 is Overdue. Call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections).
- 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.
- Need to Meet Required Specifications for Meter Installation:
  - No Heat  No Pressure Reducing Valve
  - Incorrect or No Meter Space  Backflow

Call 610.328.9510
- 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 \$ 50.00; 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.

AQUA **Exhibit L**

MEDICAL CERTIFICATE

AQUA

CUSTOMER/PATIENT INFORMATION		
ACCOUNT NO. 4535		
CUSTOMER OF RECORD	CUSTOMER'S PHONE NUMBER: 484-464-0265	
CUSTOMER'S SERVICE ADDRESS 528 Keystone Ave Darby		
STATE PA	ZIP CODE 19083	
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 Nello</i>		DATE 11-5-14

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 <i>Frank Nello</i>	PATIENT'S RELATIONSHIP TO CUSTOMER OF RECORD
PHYSICIAN'S NAME (Print) <i>HARVEY SOFFER</i>	
PHYSICIAN'S OFFICE ADDRESS 2821 Island Ave Phila. Pa 19153	
OFFICE PHONE NO. 215 863-6110	FAX NO. 215 863 6111

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 disconnected within the next 30 days.

PHYSICIAN'S SIGNATURE <i>Harvey Soffer</i>	DATE 11/5/14
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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 866-790-8301	OFFICE ADDRESS 762 W. Lancaster Avenue Attention: Collections Bryn Mawr PA 19010
PHONE 1-877-587-2782	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 **M**