

**(Appendix-II Emails between Petitioner and Respondent
from September 26, 2013 to December 18, 2013)**

(no subject)

28 messages

custservreply <custservreply@aquaamerica.com>
To: "franknellom@gmail.com" <franknellom@gmail.com>

Thu, Sep 26, 2013 at 12:22 PM

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

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](tel:877.987.2782)

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 Participants receive a bill detailing your usage, the amount that will be withdrawn, and the date which the amount will be withdrawn.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)

MED CERT FORM.docx

161K

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

Thu, Sep 26, 2013 at 12:59 PM

Please find attached signed Med Cert Form. Along with the original medical assessment form previously submitted. Please contact me @ [215-543-4192](tel:215-543-4192). My doctor's phone number is [215-863-6110](tel:215-863-6110) and fax [215-863-6121](tel:215-863-6121).

As stated to customer service representatives. My daughter and I have been sick the past few days so we have been in the house trying not to get other people sick. We have already suffered doing without water for one day. Another day without water would certainly result in inhuman treatment of this customer and child.

[Quoted text hidden]

2 attachments

Complete assessment form.PDF

52K

MED CERT FORM-signed.pdf

185K

①

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](tel:877.WTR.AQUA) or [877.987.2782](tel: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 and click on contacts

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From: Frank Nellom [mailto:franknellom@gmail.com]
Sent: Thursday, September 26, 2013 12:59 PM
To: custservreply
Subject: Re:

[Quoted text hidden]

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

Thu, Sep 26, 2013 at 1:56 PM

[Quoted text hidden]

MED CERT FORM-signed.pdf
185K

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

Thu, Sep 26, 2013 at 1:56 PM

[Quoted text hidden]

MED CERT FORM-signed.pdf
185K

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

Thu, Sep 26, 2013 at 1:58 PM

[Quoted text hidden]

MED CERT FORM-signed.pdf
185K

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

Thu, Sep 26, 2013 at 3:26 PM

Thank you for contacting Aqua America

2

Good afternoon, we have received your information and unfortunately, it was denied. A denial letter has been sent to your address on file. Thank you.

Replies to this email should be sent to: custservreply@aquaamerica.com

Thank you,

Aqua America, Inc.
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Subject: Re:

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[Quoted text hidden]
[Quoted text hidden]

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

Mon, Sep 30, 2013 at 3:19 PM

Please find attached medical certificate signed by the doctor. I was told they tried to fax it to number listed but was unsuccessful but could be called to be given another number to do so, if necessary..

My 1 1/2 year old daughter and I have been without water since 9-25-13. I anticipate reaching settlement in a legal matter soon to allow me to pay the entire bill. I can be reached at [484-469-0265](tel:484-469-0265).

Frank Nellom
[Quoted text hidden]

Medical certificate emailed to aqua 9-30-13.PDF
238K

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

Mon, Sep 30, 2013 at 3:19 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](tel:877.WTR.AQUA) or [877.987.2782](tel:877.987.2782).

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Thank you,

Aqua America, Inc.

3

Monday - Friday, 7:30 a.m. - 5 p.m. Eastern Standard Time
877.WTR.AQUA or [877.987.2782](tel:877.987.2782)

From: Frank Nellom [mailto:franknellom@gmail.com]
Sent: Monday, September 30, 2013 3:20 PM
To: custservreply
Subject: Re: Re:

[Quoted text hidden]

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

Wed, Oct 2, 2013 at 12:27 PM

I am showing your medical certificate approved for 30 days starting 09*30. Please let us know if anything else we can do to help.

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Please visit us at 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](#)

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

From: Frank Nellom [mailto:franknellom@gmail.com]
Sent: Monday, September 30, 2013 2:20 PM
To: custservreply
Subject: Re: Re:

[Quoted text hidden]

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

Wed, Nov 6, 2013 at 9:19 AM

I received a voice message yesterday and this morning, however, am unable to respond by phone, therefore, our communication must be by email. Please advise of your concern.

Frank Nellom
[Quoted text hidden]

4

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

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877.WTR.AQUA or [877.987.2782](tel:877.987.2782)

From: Frank Nellom [mailto:franknellom@gmail.com]
Sent: Wednesday, November 06, 2013 9:20 AM

[Quoted text hidden]

[Quoted text hidden]

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

Wed, Nov 6, 2013 at 1:39 PM

I am showing you are set for disconnection on 11/18 for a past due of \$ 141.00. I have attached for your records.

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Thank you,

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Bryn Mawr, PA 19010

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

5

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

[Quoted text hidden]

0017691730054535_1379478.pdf
174K

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]

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.

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 and click on contacts

Thank you,

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Bryn Mawr, PA 19010

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877.WTR.AQUA or [877.987.2782](tel:8779872782)

From: Frank Nellom [mailto:franknellom@gmail.com]
Sent: Tuesday, November 12, 2013 3:54 PM

[Quoted text hidden]

[Quoted text hidden]

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

Wed, Nov 13, 2013 at 1:27 PM

Frank,

I have reviewed your account and at this time without the \$ 141.00 payment the disconnection will still stand. I will file this email for later purposes if need be.

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

6

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For water quality reports / fluoride content

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

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

From: Frank Nellom [mailto:franknellom@gmail.com]
Sent: Tuesday, November 12, 2013 2:54 PM

[Quoted text hidden]

[Quoted text hidden]

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

Wed, Nov 13, 2013 at 2:36 PM

How are water shut offs determined?

[Quoted text hidden]

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

Wed, Nov 13, 2013 at 2:36 PM

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877.WTR.AQUA or [877.987.2782](tel:877.987.2782)

From: Frank Nellom [mailto:franknellom@gmail.com]
Sent: Wednesday, November 13, 2013 2:37 PM

[Quoted text hidden]

[Quoted text hidden]

7

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

Thu, Nov 14, 2013 at 12:17 PM

depending on amount a 10day shut off notice is sent.

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

From: Frank Nellom [mailto:franknellom@gmail.com]
Sent: Wednesday, November 13, 2013 1:37 PM

[Quoted text hidden]

[Quoted text hidden]

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

Thu, Nov 14, 2013 at 12:49 PM

If it is true that "depending on amount a 10day shut off notice is sent", and "Disconnections are determined by amount of past due". What is the minimum past due amount will trigger action from \$0 to \$100,000.00?

[Quoted text hidden]

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

Thu, Nov 14, 2013 at 12:49 PM

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From: Frank Nellom [mailto:franknellom@gmail.com]
Sent: Thursday, November 14, 2013 12:49 PM

[Quoted text hidden]

[Quoted text hidden]

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

Thu, Nov 14, 2013 at 2:40 PM

Frank,

The specific amounts vary per state and are not disclosed to the public. This amount is set forth with negotiation with PUC.

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

From: Frank Nellom [mailto:franknellom@gmail.com]
Sent: Thursday, November 14, 2013 11:49 AM

[Quoted text hidden]

[Quoted text hidden]

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

Thu, Nov 14, 2013 at 5:39 PM

Request a copy of my complete customer history with Aqua.

[Quoted text hidden]

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

Thu, Nov 14, 2013 at 5:39 PM

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9

contacts

Thank you,

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

[Quoted text hidden]

[Quoted text hidden]

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

Fri, Nov 15, 2013 at 12:22 PM

Frank,

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

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From: Frank Nellom [mailto:franknellom@gmail.com]
Sent: Thursday, November 14, 2013 4:39 PM

[Quoted text hidden]

10

To: custservreply <custservreply@aquaamerica.com>

Aqua records will show on November 12, 2013 Aqua accepted the dispute, and request for information on November 14, 2013 regarding the dispute.

Aqua prior to even providing the information requested Terminated Service December 12, 2013. In violation of the following law:

52 Pa.Code § 56.92. Notice when dispute pending. A public utility may not mail or deliver a notice of termination if a notice of initial inquiry, dispute, informal or formal complaint has been filed and is unresolved and if the subject matter of the dispute forms the grounds for the proposed termination. A notice mailed or delivered in contravention of this section is void. Authority The provisions of this § 56.92 amended under Chapter 14 of the Public Utility Code, 66 Pa.C.S. Chapter 14.

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.

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From: Frank Nellom [mailto:franknellom@gmail.com]
Sent: Wednesday, December 18, 2013 1:12 PM

[Quoted text hidden]

[Quoted text hidden]

Frank Nellom <franknellom@gmail.com>
To: keford@pa.gov

Wed, Dec 18, 2013 at 1:14 PM

[Quoted text hidden]

