

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :  
 2. BUREAU: ALJ :  
 3. SECTION(S): : 4. PUBLIC MEETING DATE:  
 5. APPROVED BY: : 00/00/00  
 DIRECTOR: :  
 SUPERVISOR: :  
 6. PERSON IN CHARGE: : 7. DATE FILED: 03/27/06  
 8. DOCKET NO: C-20066036 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BRODIE, JACOB

RESPONDENT/APPLICANT: AQUA PENNSYLVANIA, INC.

COMP/APP COUNTY: DELAWARE

UTILITY CODE: 210104

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON HIS BILL. HE WANTS THE COMPANY TO REPAY HIM \$354.41.

DOCUMENT  
FOLDER

**DOCKETED**

MAR 29 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

Formal Complaint Form

2006 MAR 27 AM 9:49

210104  
Please print or type.

C-20066036

ORIGINAL

PA P.U.C.  
SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name JACOB BRODIE

Street/P.O. Box 101 BUCK LANE Apt # —

City HAVERTFORD State PA Zip 19041

County DELAWARE

Area Code/HOME Phone 610 ~~668-7070~~ 642-1441

Area Code/WORK Phone 610 668-9090

Utility Account Number 0004877840273752  
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: AQUA PENNSYLVANIA

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER  
(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

121

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

I purchased the property, 101 Buck Lane, in June, 2004. We, my wife and son, did not move in until September 2004. My August 2004 water bill was \$354.41. The bill is incorrect there was no significant water usage from June 2004 - August 2004. I have since discovered that although the meter is accurate, the remote reading system does not function. For example, for all bills from May 2005 to January 2006 the actual readings are the same, 130,500. Although the meter turned, the remote reading system did not register. In Feb. 2006 my bill was \$776.36. I caught up. RELIEF My contention is that the actual readings in June 2005 and my settlement was incorrect as well. And in Aug. 2004, it caught up.

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

Based on the clear evidence that the remote reader does not function, I would like the commission to compel AQA Pa. to repay me the \$354.41. The company has refused to acknowledge that their equipment is defective. They are harping on information I provided that there was a leak the day we moved in. The leak was in the waste pipe? would have put 60,000 gallons into my dining room. This is ridiculous. I have spoken to Mr. Jordan at AQA Pa. and he refused to consider the facts. I would also like you to fine AQA Pa. for the poor service & wasting my time. I asked to speak with a more senior representative and was denied. This is unacceptable.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I JACOB BRODIE, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Jacob Brodie  
(Signature)

3/22/06  
(Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your complaint for your records.**

A UA  
Pennsylvania

JACOB BRODIE  
0101 S BUCK LN  
HAVERFORD, PA 19041-1104

000487784 0273752  
APA-MAIN DIVISION

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

Tel: 800.711.4779  
Fax: 610.645.1160  
e Mail: custserv@aquaamerica.com

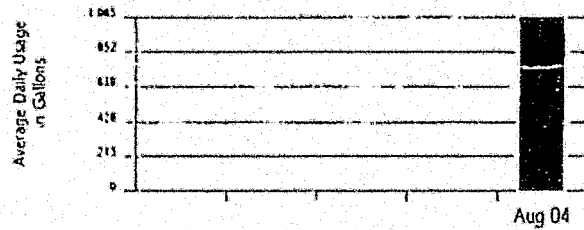
Questions about your water service? Contact us before the due date.  
Bill Date August 16, 2004  
Total Amount Due \$ 354.41  
Due Date September 14, 2004

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	62789774	1	08/09/04	55	Actual	80500	58,300	Gallons
			06/15/04		Actual	22200		
Average Daily Usage = 1,060 Gallons			Total Days: 55		Total Usage:		58,300	Gallons

**Billing Detail**

Amount Owed From Last Bill ..... \$ 0.00  
 Total Payments Received ..... 0.00  
 Balance ..... 0.00  
 Total Water Charges ..... 354.41  
 Amount Due 09/14/04 ..... \$ 354.41

**Water Usage History**



Read Types:  Actual  Estimated  Customer

*PA  
109  
8/27/04  
2153*

**Message Center**

AQUA PA is now Aqua Pennsylvania! Any questions, please call customer service at 800-711-4779.  
To pay by phone, simply call our toll free number at (800) 285-8325.  
New security standards have made it necessary for Aqua PA to discontinue walk-in service to customers at our Bryn Mawr office. Please call 1-800-711-4779, a representative will address your concerns and schedule an appointment if necessary.

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

*CONTROVERSY BILL*

A UA.  
Pennsylvania.

JACOB BRODIE  
0101 S BUCK LN  
HAVERFORD, PA 19041-1104

000487784 0273752

MAIN DIVISION

*Handwritten:* Paid #2324 4/30/05

Aqua Pennsylvania, Inc.  
621V Lancaster Avenue  
Bryn Mawr, PA 19010-3189

Tel: 800.711.4779  
Fax: 610.645.1160  
e Mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

Questions about your water service? ... Contact us before the due date.

Bill Date  
**April 13, 2005**

Total Amount Due  
\$ 56.02

Due Date  
May 04, 2005

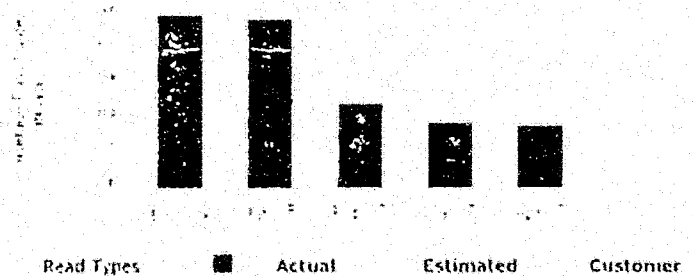
**Water Meter Data**

Account No.	Service No.	Start Date	End Date	Read Type	Water Reading	Usage	Units
62789774	1	01/11/05	03/07/05	Actual	130500	4800	Gallons
				Actual	125700		
Average Daily Usage = 137 Gallons		Total Days 35		Total Usage		4800	Gallons

**Billing Detail**

Amount Owed from Last Bill	\$ 51.35
Total Payments Received	51.35
Balance	0.00
Minimum Charge	26.00
1,000 gallons @ \$0.005271 per gallon	5.27
Next 2,800 gallons @ \$0.005969 per gallon	16.71
Total Water Charges	54.15
SIC Charge	1.87
Amount Due 05/04/05	\$ 56.02

**Water Usage History**



**Message Center**

Effective April 1, 2005 the allowable DSIC charge is 3.45%. This reflects \$61.9 million in system improvements made by the company since July 2004. These improvements include the replacement of aging water pipes and other infrastructure as well as improvements to the quality of the water that we serve.

PSW has changed its name to Aqua Pennsylvania. Any questions, please call customer service at (800) 711-4779.

To pay by phone, simply call our toll free number at (800) 285-8325.

New security standards have made it necessary for Aqua PA to discontinue walk-in service to customers at our Bryn Mawr office. Please call 1-800-711-4779, a representative will address your concerns and schedule an appointment if necessary.

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

*Handwritten:* First ACTUAL READING OF 130,500 GALLONS

A. UA  
Pennsylvania

JACOB BRODIE  
0101 S BUCK LN  
HAVERFORD, PA 19041-1104

000487784 0273752  
MAIN DIVISION

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

Tel: 877.987.2782  
Fax: 610.645.1160  
e Mail: custserv@aquaamerica.com

Questions about your water service?... Contact us before the due date.

Bill Date  
**January 11, 2006**

Total Amount Due  
**\$ 28.25**

Due Date  
**February 01, 2006**

**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
62789774	1"	01/05/06 12/08/05	28	Actual Actual	130500 130500	0	Gallons
Total Days: 28				Total Usage		0	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 28.25
Total Payments Received .....	28.25
Balance.....	0.00
Minimum Charge .....	26.90
Total Water Charges .....	26.90
DSIC Charge.....	1.35
Amount Due 02/01/06 .....	\$ 28.25

*Handwritten notes:*  
2508  
1/27/06  
\$ 28.25

**Message Center**

- Effective October 1, 2005 the allowable DSIC charge is 5.00 %. This reflects \$93.5 million in system improvements made by the company since July 2004. These improvements include the replacement of aging water pipes and other infrastructure as well as improvements to the quality of the water that we serve.
- Please note that effective October 1, 2005, our toll-free customer service number changed to 877.WTR.AQUA or 877.987.2782.
- To pay by phone, simply call our toll free number at (800) 285-8325.
- New security standards have made it necessary for Aqua PA to discontinue walk-in service to customers at our Bryn Mawr office. Please call 1-877-987-2782, a representative will address your concerns and schedule an appointment if necessary.

IMPORTANT NOTICE- SEE REVERSE SIDE FOR OTHER INFORMATION

*Handwritten note:*  
NINE MONTHS LATER. SAME ACTUAL reading of  
130,500 GALLONS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: March 29, 2006

DOCUMENT  
FOLDER

JACOB BRODIE  
Complainant

v.

AQUA PENNSYLVANIA, INC.  
Respondent

Complaint Docket  
No: C-20066036

DOCKETED

MAR 29 2006

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: AQUA PENNSYLVANIA, INC.

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.

James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: March 29, 2006

C-20066036

AQUA PENNSYLVANIA INC  
NICHOLAS DEBENEDICTIS CHAIRMAN  
762 LANCASTER AVE  
BRYN MAWR PA 19010

DOCUMENT  
FOLDER

Dear Mr. DeBenedictis:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JACOB BRODIE. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

March 29, 2006

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

James J. McNulty  
Secretary

ane

AQUA  
Pennsylvania.

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

Frances P. Orth, Esquire  
Assistant General Counsel

T: 610.645.1126  
F: 610.520.9127  
fpoorth@aquaaamerica.com  
www.aquapennsylvania.com

ORIGINAL

April 17, 2006

VIA FEDERAL EXPRESS

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

RECEIVED

APR 17 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Complaint Docket No. c-20066036  
Jacob Brodie v. Aqua Pennsylvania, Inc.

DOCUMENT  
FOLDER

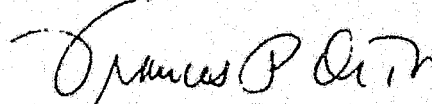
Dear Mr. McNulty:

Please be advised that the above-captioned complaint has been resolved pursuant to an agreement reached between Jacob Brodie 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. **Please mark this matter closed and consider the complaint as having been withdrawn.**

DOCKETED  
MAY 01 2006

Sincerely,



Frances P. Orth

cc: Jacob Brodie

PLEASE DOCKET  
COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: April 26, 2006  
SUBJECT: Jacob Brodie v. Aqua Pennsylvania, Inc.  
C-20066036  
TO: Wanda Zeiders  
Docket Management  
FROM: Linda Salome, ALJ Support Staff  
Office of Administrative Law Judge

DOCUMENT  
FOLDER

On April 17, 2006, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: Herbert Nurick, Mediation Coordinator  
Beth Plantz  
r Case File

**DOCKETED**  
MAY 8 - 2006