

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 03/29/06
8. DOCKET NO: C-20066054	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: RODGERS, BEVERLY

RESPONDENT/APPLICANT: PA-AMERICAN WATER CO

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 212285

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THEY ARE HAVING ALOT OF PROBLEMS WITH WATER BREAKS. SHE WANTS TO HAVE THE DRIVEWAY BUILT UP AND REPLACED.

DOCKETED

MAR 30 2006

DOCUMENT
FOLDER

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

~~SECRET~~
2005 MAR 20 11:10:00

Please print or type.

C-20066054

1. CUSTOMER NAME (COMPLAINANT)

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

Name Beverly Rangers

Street/P.O. Box 569 RIVER Ridge ROAD Apt # —

City LIBERTY BORO, MCK State PA. Zip 15133

County Allegheny

Area Code/HOME Phone 412-678-1953

Area Code/WORK Phone Retired

Utility Account Number 24-0223683-6
(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 _____

RECEIVED
2005 MAR 28 11:10:54
~~SECRET PA P.U.C. BDR~~

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PA. American Water

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER
(taxi, moving company, limousine)

~~SECRET~~
2005 MAR 29 11:09:30

DOCKETED

MAR 30 2006
4

JL IER
FL DEF
3

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.

NEXT PAGE

5. **RELIEF**

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

BUILD UP BASE AND REPLACE DRIVEWAY FOR CERTAIN!! SIDEWALK HAS ALSO SUNK AND SHIFTEO FOR SAME REASON AND NEEDS TO BE REPLACED. WATER CO. ASSOCIATE ADMITTED THE BASE HAS WASHED AWAY CAUSING ALL CONCRETE TO SINK AND BREAK UP, CRACK AND NOW STARTING TO CRUMBLE FROM ALL THE WATER FROM SO MANY BREAKS AND THERE IS NO SEWER SO I GET ALL THE WATER. THIS REP WAS VERY RUDE

Water main break floods Liberty street for third time in 2 weeks

By BRANDY BRUBAKER
Daily News Staff Writer
bbrubaker@dailynewsemait.com

In just a little more than two weeks, River Ridge Road in Liberty has seen three water main breaks.

The most recent occurred Friday in the 500 block of River Ridge Road.

At approximately 9 a.m., area police, firefighters and paramedics rushed to the scene to find water everywhere.

Water from the line break poured into the suburban street and down the driveways of two homes.

A home at 593 River Ridge sustained the most damage as water gushed down the drive



— Daily News Photo

Firefighters and other emergency responders work to clear the driveway of this River Ridge Road home after a flood from a water main break caused water to rise almost to the top of the garage door.

—Liberty

Continued from Page 1

way and into the home's garage. At one point, before firefighters were able to hook up a pump, the water reached nearly to the top of the garage door.

Two water mains broke on the same street Aug. 14 and 15. Crews from Pennsylvania-American Water Co. repaired the damaged pipes only to have another pipe burst Friday.

Now, PAW Spokesperson Philip Cynar says, all 1,300 feet of pipe will be replaced in as soon as a few months, but not longer than early next year.

"We apologize for this inconvenience and we regret the flooding," Cynar said. "It is atypical to have this many breaks (on one street)."

Cynar said PAW's Disaster Restoration Services were on scene Friday morning helping residents dry out their homes. The service will remove water and any damaged goods and help residents fill out insurance claims to PAW.

Cynar said PAW looked for any other problems after pipes was replaced two weeks ago but didn't see any malfunctions.

Resident Joanne Haulstones has lived along River Ridge for 30 years. Her home, at 591 River Ridge, was damaged in the break two weeks ago. She feared this break could be worse.

"It's all going to be ruined again," she said as water began to stream down her driveway. "Everything in the cellar and garage was ruined."

Police from Liberty and Port Vue, fire crews from Liberty and Lincoln, Elizabeth Twp. Area EMS, and Liberty Public Works responded to Friday's incident.

4B. STATE THE FACTS OF YOUR COMPLAINT.

For more than four years I have been fighting a losing battle with the Pa. American Water Company. Over this period this street alone has had approximately fourteen water breaks of which I was two of them, my neighbor had two, Wozniak at the bend of the road has had three or four, not to personally identify all the rest by name, plus there were two right in the middle of the road in front of my house and my neighbors. There has been petitions by a couple of neighbors (Arabewski) was one of them. He also had it put in the Daily News (our daily paper) about how many breaks there have been on this street. There are no sewers on this street so there is no where for the water to go but on down the road until it can go no more and that is me. My husband (my neighbor helped us a couple times) have to dig trenches for the water to be diverted down the hillside or I am totally flooded again. There is no where else for the water to go plus it is also running underneath the ground---especially the two that were in the middle of the road. It was running a while before it ever surfaced thru the asphalt. After every break—I called—the water representative came out and said they would take care of it as a couple of them were the ones who told me about the base of my driveway and sidewalk being washed away underneath which is what caused it to sink, crack, and now is starting to crumble. Several months ago the water company has replaced all the lines as they finally admitted that there were absolutely too many breaks on this street. They still have not fixed the lawns (just threw the dirt and slag back in the yards) or the street. I would guess they will be back when the weather gets better. There have been 5 different water representatives here over this four year period to look at my situation. The last one was the one who told me to contact the PUC as he said it stated on their records that they had taken care of it and that it definitely has sunk and shifted due to water underneath. What they considered taken care of was sending out an insurance man (of which I was a bank manager and I had never met any person as rude as he was. That was months ago and I have heard nothing since then. Every time I call the water company, they say I thought that was taken care of. Well just come out and look and it is quite obvious that it was not. Nothing was done to the driveway or sidewalk even when I myself was two of the water breaks. I realize they have spent way too much money replacing all these people's basements but it's a shame to ignore this situation of which I have had all this work and damage to my property and none of it was my fault and it has just been ignored for all these years. You can check with the water company they should have a record of all my calls and complaints after every break. I certainly appreciate anything you can do to correct this problem. They certainly pay for insurance yet that company neglects to correct problems. I was glad the last water co. rep suggested I contact you as I had no other recourse to solve this situation. Thank you for anything you can do. Feel free to call me anytime you need to.

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)

MANY, MANY TIMES
OVER 4 1/2 YEARS.

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 Beverly Rodgers, 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).

Beverly Rodgers
(Signature)

March 14, 2006
(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 nd Floor Harrisburg, Pennsylvania 17120
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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.

**PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES**

BCS Case Number: 1973178

BCS Investigator: GORENC, JOAN

OPENED ON: 9/2/2005

COMPANY NAME: PAWC (PENNSYLVANIA-AMERICAN
WATER COMPANY)

PRIMARY COMPANY: Yes No

Account Number: 2402236836

UTILITY TYPE: Water Private

CLASS OF SERVICE: RESIDENTIAL

CASE ORIGIN: Telephone

REASON FOR CONTACT: PEOPLE-DELIVERED SERVICE (I.E., SCHEDULING DELAYS, PERSONNEL, DAMAGES)
(# 58)

TERMINATION / SUSPENSION DATE:

PRIOR CASE:

PRIOR CASE CLOSED:

CUSTOMER NAME AND SERVICE ADDRESS:

INTERVIEWER: GLORIA COOK

BEVERLY RODGERS
569 RIVER RIDGE RD
MCKEESPORT, PA 15133

CALLER OTHER THAN RATEPAYER / BUSINESS NAME:

MAILING ADDRESS:

TELEPHONE: (HOME) (412) 678-1953 (WORK)

DID YOU REFER THE CUSTOMER TO THE UNIVERSAL SERVICE PROGRAM? N

MISCELLANEOUS INFORMATION:

ARREARAGE ON NOTICE:

DATE OF LAST CONTACT: 8/30/2005

COMPANY POSITION: LCC: CO ADMITS PROBLEM BUT FAILS TO DO ANYTHING ABOUT IT PAST 4 YRS

GROSS INCOME:

NET INCOME:

OTHER RELATED INFORMATION / DISPUTES

CU IS LAST HOUSE ON ST AND EVERYTIME THERE IS A WATER LINE BREAK, SHE IS THE RECIPIENT OF IT. 11-14 BREAKS IN PAST 14 YRS, 3 THIS PAST WK, AND 1 AGAIN TODAY! THE BASE TO HER DRIVEWAY IS WASHING AWAY AND HAS SUNK 5-6" AND NEEDS REPLACED...SIDEWALK IS SHIFTING, SAND AND DEBRIS FROM THE ROAD HAS TO BE DIVERTED EVERYTIME THERE IS A BREAK...CO KNOWS ABOUT THE CONDITION OF HER PROPERTY BUT FAILS TO DO REPAIRS. SOMEONE F/CO WAS AT HER HOME AND THEY SUGGESTED SHE CALL PUC FOR ACTION.

FAMILY SIZE: ADULTS: 2

CHILDREN: 0

AGE:

COMPANY'S FINAL POSITION TO BCS

Pennsylvania American Water company records indicate the company has replaced the main line servicing this customer. The issue of damages which is the subject of this customers complaint is being handled by St. Paul Travelers Insurance Company. Any dispute as to the amount Travelers will pay for damages is within the exclusive jurisdiction of the Court of Common Pleas.



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

March 24, 2006

IN REPLY PLEASE
REFER TO OUR FILE NUMBER

BEVERLY RODGERS
569 RIVER RIDGE ROAD
MCKEESPORT PA 15133-2405

Dear Sir/Madam:

We are returning your formal complaint form to you because there is additional information needed to process the complaint. Please follow the colored tabs marked missing information or original signature. Fill in the information requested and return them to the address listed at the top of this letter.

We are granting a 15-day extension from the date of this letter for the form to be returned.

Once we receive the formal with the information required we will be able to process your complaint. Thank you for your cooperation in this matter.

Very truly yours,

James J. McNulty
Secretary

Enclosures

ddi

SECRETARY'S BUREAU

2006 MAR 29 AM 9:30

SECRETARY'S BUREAU

PA P.U.C.
SECRETARY'S BUREAU

2006 MAR 29 PM 10:54

RECEIVED



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

March 24, 2006

IN REPLY PLEASE
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569 RIVER RIDGE ROAD
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Very truly yours,

James J. McNulty
Secretary

Enclosures

ddt

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MARCH 30, 2006

DOCUMENT
FOLDER

BEVERLY RODGERS
Complainant

v.

PENNSYLVANIA AMERICAN WATER COMPANY
Respondent

Complaint Docket
No: C-20066054

DOCKETED

MAR 30 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PENNSYLVANIA AMERICAN WATER COMPANY

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 30, 2006

C-20066054

PENNSYLVANIA AMERICAN
WATER COMPANY
DANIEL WARNOCK
800 W HERSHEY PARK DR
HERSHEY PA 17033

Dear Mr. Warnock:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by BEVERLY RODGERS. 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.

DO NOT
FOLDER

MARCH 30, 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

ddi

ORIGINAL



April 14, 2006

RECEIVED

APR 14 2006

PA PUBLIC UTILITY COMMISSION
REGULATORY BUREAU

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

Re: Beverly Rodgers v. Pennsylvania-American Water Company
Docket No. C-20066054

DOCUMENT
FOLDER

Dear Secretary McNulty:

On behalf of Pennsylvania American Water, I enclose an original and three copies of its Answer and New Matter to the Formal Complaint of Beverly Rodgers, an Entry of Appearance and Certificate of Service regarding this matter.

As evidenced by the enclosed Certificate of Service, all parties to this proceeding have been duly served.

Respectfully submitted,

Seth A. Mendelsohn

Enclosures

c: Beverly Rodgers
Judy Jordan

Pennsylvania American Water

Seth A. Mendelsohn
Corporate Counsel
800 West Hersheypark Drive
Hershey, PA 17033 USA
T 717-533-5000
F 717-531-3252
E seth.mendelsohn@amwater.com
F www.pawc.com

lolo



BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

APR 14 2006

In the matter of:

Re: Beverly Rodgers v. Pennsylvania-American Water Company
Docket No. C-20066054

NOTICE OF APPEARANCE

Please enter my appearance in the above-designated matter on behalf of Respondent, Pennsylvania American Water. I am authorized to accept service on behalf of said participant in this matter. I am already receiving or have access to a copy of each document issued by the Pennsylvania Public Utility Commission in this matter and do not on the basis of this notice require an additional copy.

DOCUMENT
FOLDER

DOCKETED
APR 20 2006

Seth A. Mendelsohn
Seth A. Mendelsohn
800 West Hershey Park Drive
Hershey, Pennsylvania 17033
(717) 533-5000

Dated: April 14, 2006

RECORDED
APR 14 2006

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BEVERLY RODGERS,
Complainant

v.

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

DOCKET NO. C-20066054

ANSWER TO FORMAL COMPLAINT OF BEVERLY RODGERS

NOW COMES the Respondent, Pennsylvania-American Water Company (the "Company"), by its attorney, and answers the Formal Complaint of Beverly Rodgers as follows:

1. Admitted.
2. Admitted.
3. Admitted.

**DOCUMENT
FOLDER**

DOCKETED
APR 20 2006

4. A. This is a statement to which no response is required.
4. B. Admitted in part; Denied in part. It is Admitted that several main

breaks have occurred in 2005. It is Denied that Complainant suffered any damages as a result of these main breaks. It is Admitted that in May 2001, water entered Complainant's basement. Such restoration was completed at the Company's expense. The remaining averments are Denied.

5. Paragraph No. 5 of the Complaint is a prayer for relief to which no response is required. To the extent that any of the remaining averments in Paragraph No. 5 are construed as allegations for which a response is required, the Company denies any and all such allegations. Furthermore, Pennsylvania law prohibits the recovery of damages before the Commission.

6. This is a statement to which no response is required.
7. Admitted.

8. This is a statement to which no response is required.

NEW MATTER

9. The averments contained in Paragraphs 1 through 8 are hereby incorporated by reference.

10. The Complaint fails to state a cause of action for which relief may be granted.

11. The Commission does not have jurisdiction to award damages. Any such claim must be brought before a court of common pleas.

12. To the extent that an action may be pursue before the Commission (which, it cannot), said action is time-barred.

WHEREFORE, Pennsylvania American Water requests your Honorable Commission to dismiss, without hearing, the Formal Complaint of Beverly Rodgers at Docket No. C-20066054.

Respectfully submitted,



Seth A. Mendelsohn
Corporate Counsel
Pennsylvania American Water
800 West Hershey Park Drive
Hershey, Pennsylvania 17033

Dated: April 14, 2006

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

APR 14 2006

BEVERLY RODGERS,
Complainant

v.

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

DOCKET NO. C-20066054

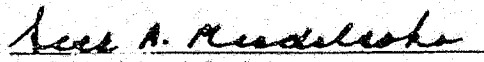
CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document, Pennsylvania American Water's Answer and New Matter to the Formal Complaint, upon the participants listed below, in accordance with the requirements of §1.54:

VIA OVERNIGHT MAIL

Beverly Rodgers
569 River Ridge Road
McKeesport, PA 15133

Dated this 14th day of April, 2006.


Seth A. Mendelsohn
Pennsylvania American Water
800 West Hershey Park Drive
Hershey, Pennsylvania 17033
(717) 533-5000

