

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR: SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: C-20065866
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 02/10/06
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MACINTYRE, KENNETH M.

RESPONDENT/APPLICANT: PA-AMERICAN WATER CO

COMP/APP COUNTY: LAWRENCE

UTILITY CODE: 212285

ALLEGATION OR SUBJECT

COMPLAINANT STATES METER READINGS ROUNDED OFF TO THE HUNDREDS OF GALLONS. HE WOULD LIKE THE PUC TO HAVE WATER COMPANIES SHOW ACCURATE WATER USAGE AND BE BILLED FOR ACTUAL WATER USAGE TO THE GALLON.

DOCUMENT
FOLDER

DOCKETED
FEB 14 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

1. CUSTOMER NAME (COMPLAINANT) C-20065866

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

Name Kenneth M. MacIntyre
Street/P.O. Box 806 Butler Ave Apt #
City New Castle State PA Zip 16101
County Lawrence
Area Code/HOME Phone 724/656-8905
Area Code/WORK Phone None
Utility Account Number 24-1673125-1

(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. Pennsylvania American Water

3. TYPE OF UTILITY (check one)

- ELECTRIC STEAM HEAT
GAS WASTE WATER
WATER MOTOR CARRIER
TELEPHONE

(local, long distance)

519828

Rev Jan 2005 5

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.

2006 FEB 15
SECRETARY'S BUREAU
PA P.U.C. BUREAU

ORIGINAL

19

All the monthly water usage bills I have received from Pennsylvania American Water in the past 8 months have had "meter readings in current billing period" stated as Present -actual with a meter reading rounded off to hundreds of gallons only. My water meter in my cellar measures gallons and tenths of gallons. How can the water company each month round my water usage to 'hundreds' of gallons and not bill me what I actually use? I am being overbilled because the water company does not use the ACCURATE water measurement of consumed water.

5. RELIEF

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

The PUC should mandate that all water companies in the State of Pennsylvania put the ACCURATE water meter reading on all customer water usage bills and bill for only the ACCURATE gallons of water consumed, no matter if the savings is minimal.

515828

Rev Jan 2005 6

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

Feb 7th, 2006

(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.

The representative told me when I called on February 7th that "she didn't know why". It is my opinion that this method of measurement of water used is standard in the company and that complaining to the company would not rectify the problem.

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 Kenneth M. MacIntyre, 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).

Kenneth G. MacIntyre

2/8/2006

(Signature) (Date)

518828

Rev. Jan. 2005 7

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, 2nd 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.

Enclosures . PA American Water bills - June, '05 thru Jan, '06

Customer Account Information

For Service To: **KENNETH M MACINTYRE**
806 Butler Ave

Account Number: 24-1673125-1

Promise Number: 24-0018683

Billing Period & Meter Information

Billing Date: Jan 20, 2006

Billing Period: Dec 16 to Jan 17 (32 days)

Next reading on/about: Feb 15, 2006

Rate Type: Residential

Meter readings in current billing period:

Meter Number N075664250 is a 5/8-inch meter.

Present actual 88400

Last actual 87000

Gallons used 1400

Billing Summary

-----Prior Balance-----

Balance from last bill

\$24.97

Payments prior to Jan 20, 2006. Thanks!

-24.97

Total prior balance, Jan 20, 2006

.00

-----Current Water Charges-----

Service Charge

11.50

Water Volume (\$.005735 x 1,400)

8.03

STAS PAWC Water -0.29%

-.06

DSI - PAWC Charge 3.45%

.67

Total water charges, Jan 20, 2006

20.14

-----Other Current Charges-----

Customer Protection Water Line

5.00

Total other charges, Jan 20, 2006

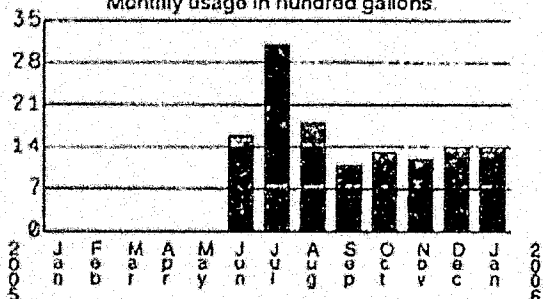
5.00

-----AMOUNT DUE-----

\$25.14

Water Usage Comparison

Monthly usage in hundred gallons.



paid
\$ 25.14
ck # 391
1/24/06

Messages to you from Pennsylvania American Water

- Any portion of the water charges which is not paid as of 2/14/06 will be subject to a 1.50% penalty.
- * Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522. Customers may also pay on-line at www.water.paymybill.com. A service fee will apply.
- * Approximately 4.72 percent or \$.95, of State taxes are included in your current bill.
- * Effective January 1, 2006, the Distribution System Improvement Charge (DSIC) increases from 2.39% to 3.45%. This charge funds the replacement of water distribution facilities.
- * Effective January 1, 2005, the State Tax Adjustment Surcharge (STAS) decreased from 0.4% to -.14%.

Customer Service & Emergencies 1-800-565-7292 (24 Hours)
For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)
Visit us on the INTERNET: www.pawc.com

UNDERSTANDING YOUR BILL

If you have any questions or complaints about your bill, please contact us before due date of your bill. The inquiry address and telephone number are listed in the lower left-hand portion of the bill. If you write, please use a separate piece of paper and include your name, address and account number. Notes written on the bill stub may delay processing of your payment.

A rate schedule (a detailed listing of charges that make up your bill) is available upon request by contacting us at the phone number on the front of the bill.

WATER USAGE COMPARISON - This chart shows the gallons of water used during this billing cycle and compares the usage to the water consumed over the last 12 months.

ACTUAL READING - A reading we take from your water meter.

ESTIMATED BILL - A bill sent to you when we are unable to read your water meter. The computer bases your bill on your usage from the same billing cycle last year. The next actual meter reading corrects any over or under estimates.

LATE PAYMENT CHARGE - A charge to your account when a bill is not paid by the due date. Late charges apply to the entire overdue portion of the bill at a rate of 1.5% per month (Annual Percentage Rate of 18%).

PARTIAL MONTHLY BILL - A water bill for a period of less than 26 days or more than 35 days.

PARTIAL BI-MONTHLY BILL - A water bill for a period of less than 55 days or more than 65 days.

ELECTRONIC PAYMENT PROGRAM - A program that deducts your water bill payment from your bank account. You save postage and check costs. Call our office listed on the front of this bill for details.

SERVICE ACTIVATION FEE - A fee we charge covering costs for setting up a water account. It appears on your first bill.

SERVICE CHARGE - This charge is for services we provide every month, even if you use no water. It includes meter reading, billing, metering equipment and other expenses.

H₂O-HELP TO OTHERS PROGRAM - This non-profit group is not part of Pennsylvania- American Water Company. It helps needy customers and their families with their water bills. If you would like more information on this charity, call our office listed on the front of this bill.

DISTRIBUTION SYSTEM IMPROVEMENT CHARGE (DSI-CHARGE) - A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge approved by the PUC will change every three months based on the work completed. It will never exceed 5% of your bill.

Customer Account Information

For Service To: **KENNETH M MACINTYRE**
 806 Buller Ave
 Account Number: 24-1673125-1
 Premise Number: 24-0018683

Billing Period & Meter Information

Billing Date: Dec 20, 2005
 Billing Period: Nov 14 to Dec 16 (32 days)
 Next reading on/about: Jan 19, 2006
 Rate Type: Residential

Meter readings in current billing period:

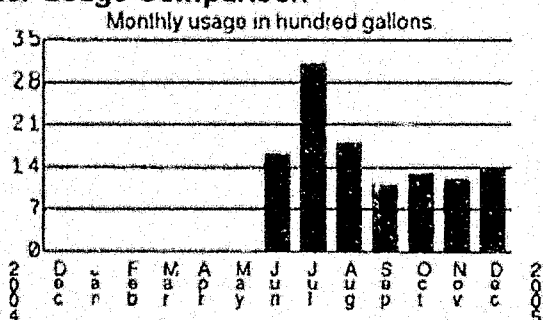
Meter Number N075664250 is a 5/8-inch meter.
 Present actual 87000
 Last-actual 85600
 Gallons used 1400

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$18.79
Payments prior to Dec 20, 2005. Thanks!	-18.79
Total prior balance, Dec 20, 2005	.00
-----Current Water Charges-----	
Service Charge	11.50
Water Volume (\$.005735 x 1,400)	8.03
STAS PAWC Water -0.14%	-.03
DSI PAWC Charge 2.39%	.47
Total water charges, Dec 20, 2005	19.97
-----Other Current Charges-----	
Customer Protection Water Line	5.00
Total other charges, Dec 20, 2005	5.00
-----AMOUNT DUE -----	
	\$24.97

Paid 12/24/05
H 371
24.97

Water Usage Comparison



Messages to you from Pennsylvania American Water

- Any portion of the water charges which is not paid as of 1/17/06 will be subject to a 1.50% penalty.
- * Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866 271 5522
- Customers may also pay on-line at www.water.paymybill.com. A service fee will apply.
- * Approximately 4.72 percent or \$.94, of State taxes are included in your current bill.
- * Effective October 1, 2005, the Distribution System Improvement Charge (DSIC) increases from 1.91% to 2.39%. This charge funds the replacement of water distribution facilities.
- * Effective January 1, 2005, the State Tax Adjustment Surcharge (STAS) decreased from .04% to -.14%.

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WATER USAGE COMPARISON - This chart shows the gallons of water used during this billing cycle and compares the usage to the water consumed over the last 12 months.

ACTUAL READING - A reading we take from your water meter.

ESTIMATED BILL - A bill sent to you when we are unable to read your water meter. The computer bases your bill on your usage from the same billing cycle last year. The next actual meter reading corrects any over or under estimates.

LATE PAYMENT CHARGE - A charge to your account when a bill is not paid by the due date. Late charges apply to the entire overdue portion of the bill at a rate of 1.5% per month (Annual Percentage Rate of 18%).

PARTIAL MONTHLY BILL - A water bill for a period of less than 26 days or more than 35 days.

PARTIAL BI-MONTHLY BILL - A water bill for a period of less than 55 days or more than 65 days.

ELECTRONIC PAYMENT PROGRAM - A program that deducts your water bill payment from your bank account. You save postage and check costs. Call our office listed on the front of this bill for details.

SERVICE ACTIVATION FEE - A fee we charge covering costs for setting up a water account. It appears on your first bill.

SERVICE CHARGE - This charge is for services we provide every month, even if you use no water. It includes meter reading, billing, metering equipment and other expenses.

H₂O-HELP TO OTHERS PROGRAM - This non-profit group is not part of Pennsylvania-American Water Company. It helps needy customers and their families with their water bills. If you would like more information on this charity, call our office listed on the front of this bill.

DISTRIBUTION SYSTEM IMPROVEMENT CHARGE (DSI-CHARGE) - A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge approved by the PUC will change every three months based on the work completed. It will never exceed 5% of your bill.

Customer Account Information

For Service To: KENNETH M MACINTYRE
806 Butler Ave

Account Number: 24-1673125-1

Premise Number: 24-0018683

Billing Period & Meter Information

Billing Date: Nov 16, 2005

Billing Period: Oct 17 to Nov 14 (28 days)

Next reading on/about: Dec 16, 2005

Rate Type: Residential

Meter readings in current billing period:

Meter Number N075664250 is a 5/8-inch meter.

Present-actual 85600

Last-actual 84400

Gallons used 1200

Billing Summary

-----Prior Balance-----

Balance from last bill

\$19.38

Payments prior to Nov 16, 2005. Thanks!

-19.38

Total prior balance, Nov 16, 2005

.00

-----Current Water Charges-----

Service Charge

11.50

Water Volume (\$ 005735 x 1,200)

6.88

STAS PAWC Water -0.14%

-.03

DSI - PAWC Charge 2.39%

.44

Total water charges, Nov 16, 2005

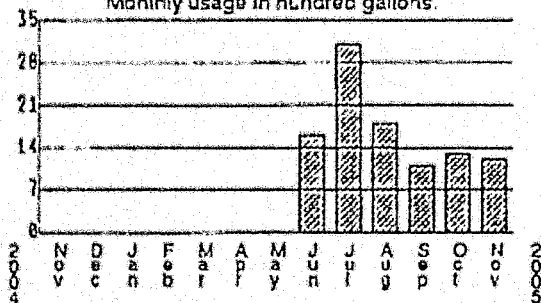
18.79

-----AMOUNT DUE-----

\$18.79

Water Usage Comparison

Monthly usage in hundred gallons.



Paid
11/22/05
18.79
#354

Messages to you from Pennsylvania American Water

Any portion of the water charges which is not paid as of 12/12/05 will be subject to a 150% penalty.

* Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522.

Customers may also pay on-line at www.water.paymybill.com. A service fee will apply.

* Approximately 4.72 percent or \$ 88, of State taxes are included in your current bill.

* Effective October 1, 2005, the Distribution System Improvement Charge (DSIC) increases from 1.91% to 2.39%. This charge funds the replacement of water distribution facilities.

* Effective January 1, 2005, the State Tax Adjustment Surcharge (STAS) decreased from .04% to -.14%.

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WATER USAGE COMPARISON - This chart shows the gallons of water used during this billing cycle and compares the usage to the water consumed over the last 12 months.

ACTUAL READING - A reading we take from your water meter.

ESTIMATED BILL - A bill sent to you when we are unable to read your water meter. The computer bases your bill on your usage from the same billing cycle last year. The next actual meter reading corrects any over or under estimates.

LATE PAYMENT CHARGE - A charge to your account when a bill is not paid by the due date. Late charges apply to the entire overdue portion of the bill at a rate of 1.5% per month (Annual Percentage Rate of 18%).

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Customer Account Information

For Service To: KENNETH M MACINTYRE
 806 Butler Ave
 Account Number: 24-1673125-1
 Premise Number: 24-0018583

Billing Period & Meter Information

Billing Date: Oct 19, 2005
 Billing Period: Sep 14 to Oct 17 (33 days)
 Next reading on/about: Nov 15, 2005
 Rate Type: Residential

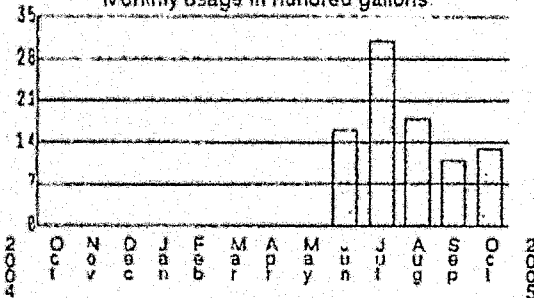
Meter readings in current billing period:
 Meter Number N075664250 is a 5/8-inch meter.
 Present-actual 84400
 Last-actual 83100
 Gallons used 1300

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$18.13
Payments prior to Oct 19, 2005. Thanks!	-18.13
Total prior balance, Oct 19, 2005	.00
-----Current Water Charges-----	
Service Charge	11.50
Water Volume (\$.005735 x 1,300)	7.46
STAS PAWC Water -0.14%	-.03
DSI - PAWC Charge 2.39%	.45
Total water charges, Oct 19, 2005	19.38
-----AMOUNT DUE -----	
	\$19.38

Water Usage Comparison

Monthly usage in hundred gallons.



Rec'd
 19.38
 10/24/05
 c/c # 339

UNDERSTANDING YOUR BILL

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A rate schedule (a detailed listing of charges that make up your bill) is available upon request by contacting us at the phone number on the front of the bill.

WATER USAGE COMPARISON - This chart shows the gallons of water used during this billing cycle and compares the usage to the water consumed over the last 12 months.

ACTUAL READING - A reading we take from your water meter.

ESTIMATED BILL - A bill sent to you when we are unable to read your water meter. The computer bases your bill on your usage from the same billing cycle last year. The next actual meter reading corrects any over or under estimates.

LATE PAYMENT CHARGE - A charge to your account when a bill is not paid by the due date. Late charges apply to the entire overdue portion of the bill at a rate of 1.5% per month (Annual Percentage Rate of 18%).

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H₂O-HELP TO OTHERS PROGRAM - This non-profit group is not part of Pennsylvania- American Water Company. It helps needy customers and their families with their water bills. If you would like more information, please call our office.

Customer Account Information
 For Service To: KENNETH M MACINTYRE
 806 Butler Ave
 Account Number: 24-1673125-1
 Premise Number: 24-0018583

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$22.21
Payments prior to Sep 19, 2005. Thanks!	-22.21
Total prior balance, Sep 19, 2005	.00
-----Current Water Charges-----	
Service Charge	11.50
Water Volume (\$.005735 x 1 100)	6.31
STAS PAWC Water -0.14%	-.02
DSI - PAWC Charge 1.91%	.34
Total water charges, Sep 19, 2005	18.13
-----AMOUNT DUE -----	
	\$18.13

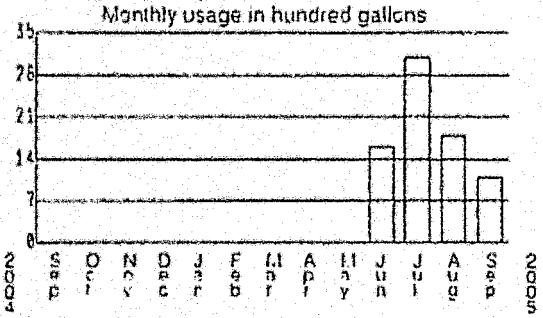
Billing Period & Meter Information

Billing Date: Sep 19 2005
 Billing Period: Aug 15 to Sep 14 (30 days)
 Next reading on/about: Oct 17, 2005
 Rate Type: Residential

Meter readings in current billing period:
 Meter Number N075664250 is a 5/8-inch meter.
 Present-actual 83100
 Last actual 82000
 Gallons used 1100

Paid 9/22/05
18.13
CK # 325

Water Usage Comparison



Messages to you from Pennsylvania American Water

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 Customers may also pay on-line at www.water.paymybill.com. A service fee will apply.
 * Approximately 4.72 percent or \$.85, of State taxes are included in your current bill.
 * Effective July 1, 2005, the Distribution System Improvement Charge (DSIC) increases from 1.81% to 1.91%. This charge funds the replacement of water distribution facilities.
 * Effective January 1, 2005, the State Tax Adjustment Surcharge (STAS) decreases from .04% to .14%.
 * An annual water quality report (Consumer Confidence Report) was provided to you earlier this year. Copies can also be obtained by contacting our Customer Service Center or by visiting our website (phone number and website address print at the bottom of this bill). Landlords / businesses / schools and other groups are asked to share this water quality information with water users at their location who may not receive a bill and therefore did not receive a copy of this report directly.

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Customer Account Information

For Service To: **KENNETH M MACINTYRE**
 806 Butler Ave
 Account Number: 24-16/3125-1
 Premise Number: 24-0018683

Billing Period & Meter Information

Billing Date: Aug 17, 2005
 Billing Period: Jul 13 to Aug 15 (33 days)
 Next reading on/about: Sep 15, 2005
 Rate Type: Residential

Meter readings in current billing period:
 Meter Number N075664250 is a 5/8-inch meter.
 Present-actual 82000
 Last-actual 80200
 Gallons used 1800

Billing Summary

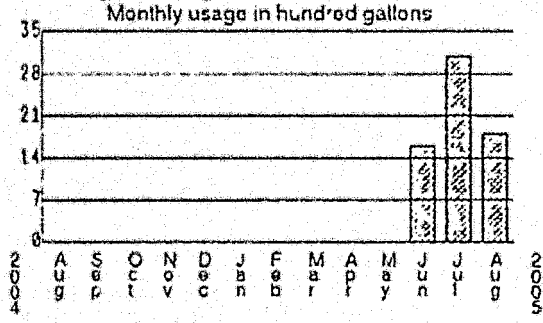
-----Prior Balance-----
 Balance from last bill \$29.80
 Payments prior to Aug 17, 2005. Thanks! -29.80
 Total prior balance, Aug 17, 2005 .00
 -----Current Water Charges-----
 Service Charge 11.50
 Water Volume (\$.005735 x 1,800) 10.32
 STAS PAWC Water -0.14% -.03
 DSI - PAWC Charge 1.91% .42
 Total water charges, Aug 17, 2005 22.21

-----AMOUNT DUE -----

\$29.80
-29.80
.00
11.50
10.32
-.03
.42
22.21
\$22.21

*pa. 8/20/05
 \$22.21
 ck # 306*

Water Usage Comparison



Messages to you from Pennsylvania American Water

Any portion of the water charges which is not paid as of 9/12/05 will be subject to a 1.50% penalty.
 * Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522
 Customers may also pay on-line at www.waterpaymybill.com. A service fee will apply.
 * Approximately 4.72 percent or \$1.04, of State taxes are included in your current bill.
 * Effective July 1, 2005, the Distribution System Improvement Charge (DSIC) increases from 1.81% to 1.91%. This charge funds the replacement of water distribution facilities.
 * Effective January 1, 2005, the State Tax Adjustment Surcharge (STAS) decreases from .04% to -.14%.
 * An annual water quality report (Consumer Confidence Report) was provided to you earlier this year. Copies can also be obtained by contacting our Customer Service Center or by visiting our website (phone number and website address print at the bottom of this bill). Landlords / businesses / schools and other groups are asked to share this water quality information with water users at their location who may not receive a bill and therefore did not receive a copy of this report directly.

Customer Service & Emergencies 1-800-565-7292 (24 Hours)
 For Hearing Impaired Customers TDD 1-800-300-6202 (24 Hours)
 Visit us on the INTERNET: www.pawc.com

UNDERSTANDING YOUR BILL

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WATER USAGE COMPARISON - This chart shows the gallons of water used during this billing cycle and compares the usage to the water consumed over the last 12 months.

ACTUAL READING - A reading we take from your water meter.

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PARTIAL MONTHLY BILL - A water bill for a period of less than 28 days or more than 35 days.

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DISTRIBUTION SYSTEM IMPROVEMENT CHARGE (DSI-CHARGE) - A charge to replace aging facilities, such as mains, meters, fire hydrants, valves, etc. This charge approved by the PUC will change every three months based on the work completed. It will never exceed 5% of your bill.

Customer Account Information

For Service To: KENNETH M MACINTYRE
806 Butler Ave

Account Number: 24-1673125-1

Premise Number: 24-0018683

Billing Period & Meter Information

Billing Date: Jul 20, 2005

Billing Period: Jun 13 to Jul 13 (30 days)

Next reading on/about: Aug 15, 2005

Rate Type: Residential

Meter readings in current billing period:

Meter Number N075664250 is a 5/8-inch meter.

Present-actual 80200

Last-actual 77100

Gallons used 3100

Billing Summary

-----Prior Balance-----

Balance from last bill

Payments prior to Jul 20, 2005. Thanks!

Total prior balance, Jul 20, 2005

-----Current Water Charges-----

Service Charge

Water Volume (\$ 005735 x 3,100)

STAS PAWC Water -.14%

DSI - PAWC Charge 1.91%

Total water charges, Jul 20, 2005

\$48.68

-48.68

.00

11.50

17.78

-.04

.56

29.80

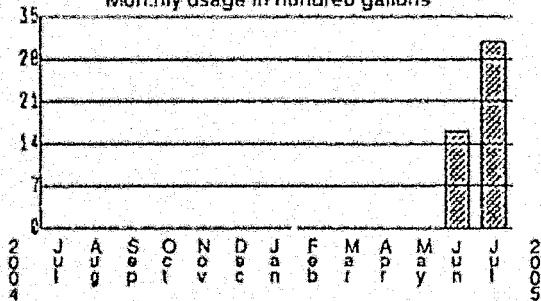
-----AMOUNT DUE -----

\$29.80

*Pa'd ck #
7/25/05
29.80*

Water Usage Comparison

Monthly usage in hundred gallons



American Water

Messages to you from Pennsylvania American Water

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 * Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522
 Customers may also pay on-line at www.water.paymybill.com. A service fee will apply.
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Customer Account Information

For Service To: KENNETH M MACINTYRE
 806 Butler Ave
 Account Number: 24-1673125-1
 Premise Number: 24-0018683

Billing Period & Meter Information

Billing Date: Jun 17, 2005
 Billing Period: May 20 to Jun 13 (24 days)
 Next reading on/about: Jul 15, 2005
 Rate Type: Residential

Meter readings in current billing period:

Meter Number N075664250 is a 5/8-inch meter.
 Present-actual 77100
 Last-actual 75500
 Gallons used 1600

Billing Summary

-----Prior Balance-----
 Balance from last bill \$.00
 Payments prior to Jun 17, 2005. Thanks! .00
 Total prior balance, Jun 17, 2005 .00
 -----Adjustments-----
 Service Activation Fee 30.00
 Total adjustments, Jun 17, 2005 30.00
 -----Current Water Charges-----
 Service Charge 9.20
 Water Volume (\$.005735 x 1,600) 9.18
 STAS PAWC Water -0.14% -.03
 DSI - PAWC Charge 1.81% .33
 Total water charges, Jun 17, 2005 18.68

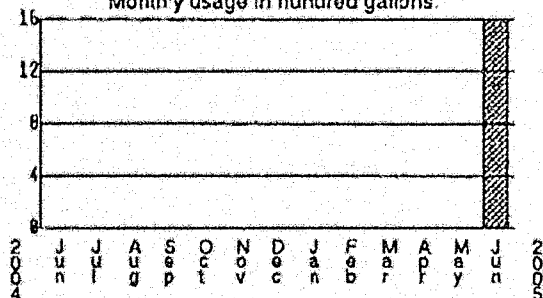
AMOUNT DUE

\$48.68

*paid 6/24/05
 \$48.68
 ck #274*

Water Usage Comparison

Monthly usage in hundred gallons.



Messages to you from Pennsylvania American Water

- * Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522. Customers may also pay on-line at www.water.paymybill.com. A service fee will apply.
- * Approximately 4.72 percent or \$.88, of State taxes are included in your current bill.
- * Effective April 1, 2005, the Distribution System Improvement Charge (DSIC) increases from 1.42% to 1.81%. This charge funds the replacement of water distribution facilities.
- * Effective January 1, 2005, the State Tax Adjustment Surcharge (STAS) decreases from .04% to -.14%.
- * Arrangements to discontinue your service are easy! Visit www.pawc.com and follow the links to Your Account and Discontinue Water Service.

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BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: FEBRUARY 14, 2006

KENNETH MACINTYRE
Complainant

v.

PENNSYLVANIA AMERICAN WATER COMPANY
Respondent

Complaint Docket
No: C-20065866

DOCKETED
FEB 14 2006

**DOCUMENT
FOLDER**

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).

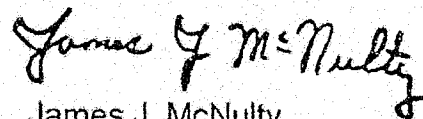
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: FEBRUARY 14, 2006

C-20065866

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

DOCUMENT
OLDER

Dear Mr. Ross:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by KENNETH MACINTYRE. 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.

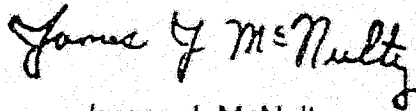
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

FEBRUARY 14, 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

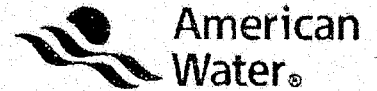
Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the typed name and title.

James J. McNulty
Secretary

SS

ORIGINAL



March 3, 2006

RECEIVED

MAR 3 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

VIA OVERNIGHT MAIL

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

Re: Kenneth MacIntyre v. Pennsylvania-American Water Company
Docket No. C-20065866


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 Kenneth MacIntyre, 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. Please time stamp the extra copy of this letter and return it to me in the stamped self-addressed envelope.

Respectfully submitted,


Seth A. Mendelsohn

Enclosures

c: Kenneth MacIntyre
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
I www.pawc.com

The logo for RWE Group, featuring a stylized globe icon to the left of the text "RWE Group".

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

MAR 3 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

KENNETH MACINTYRE,
Complainant

v.

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent

DOCKET NO. C-20065866

ANSWER TO FORMAL COMPLAINT OF KENNETH MACINTYRE

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

DOCUMENT
FOLDER

DOCKETED
MAR 10 2005

1. Admitted.
2. Admitted.
3. Admitted.
4. A. No response is required.
4. B. It is Denied that Complainant has been improperly billed by the

Company. Moreover, it is Denied that the Company does not use an accurate water measurement of consumed water.

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.

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.

WHEREFORE, Pennsylvania American Water requests your Honorable Commission to dismiss, without hearing, the Formal Complaint of Kenneth MacIntyre at Docket No. C-20065866

Respectfully submitted,



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

Dated: March 3, 2006

RECEIVED

MAR 8 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU


BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

In the matter of:

Re: Kenneth MacIntyre v. Pennsylvania-American Water Company
Docket No. C-20065866

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.


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

Dated: March 3, 2006

RECEIVED

MAR 3 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RECEIVED

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION MAR 3 2006

KENNETH MACINTYRE,
Complainant

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

v.

DOCKET NO. C-20065866

PENNSYLVANIA-AMERICAN WATER
COMPANY,
Respondent


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

Kenneth MacIntyre
806 Butler Ave.
New Castle, PA 16101

Dated this 3rd day of March, 2006.


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

