

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: 12/21/05
8. DOCKET NO: C-20055728	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CRABB, JACQUELINE MARIE

RESPONDENT/APPLICANT: AQUA PENNSYLVANIA, INC.

COMP/APP COUNTY: MONTGOMERY

UTILITY CODE: 210104

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE DOES NOT WANT TO BE HELD RESPONSIBLE FOR ANY OUTSTANDING BILLS AND TO START HER OFF CLEAN WITH A NEW ACCOUNT NUMBER.

DOCUMENT
FOLDER

DOCKETED
JAN 04 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Formal Complaint Form

Please print or type.

C-20055728

1. CUSTOMER NAME (COMPLAINANT)

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

Name MRS. JACQUELINE MARIE CRABB

Street/P.O. Box 23 School Lane PO Box 253 Apt # N/A

City Ardmore State PA Zip 19003

County Montgomery

Area Code/HOME Phone 484-744-7339

Area Code/WORK Phone N/A

Utility Account Number (from your bill) Peio Energy, Phila. Act 5002 7789038 - Jacqueline M. Crabb
Agua Penna Bryn Mawr PA Act. 000 268 362 0268362 - Jacqueline Crabb
Verizon - 610-642-6054-762004 - Jacqueline M. Crabb

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

Name Not

Street/P.O. Box

City State Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: All of the following:

Peio Energy, Phila. Act 5002 7789038
Agua Penna Bryn Mawr PA Act. 000 268 362 0268362
Verizon, Phila. Act # 610-642-6054-762004
Verizon, Phila. Act # 610-645-9791 Richard E. Crabb - Jacqueline M. Crabb (for Billing)

RECEIVED
2005 DEC 21 10:19:15
SECRETARY'S OFFICE

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

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 *Im requesting a new account in my name including (explain) my middle name and address to include P.O. Box 253. I would like Peco Energy to start billing for after the restored billing only.*

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.

Peeco Energy: High bills of 500 and over starting around the year 2002. Service Shut in 2003. With the help of Rep. Connie Williams office, Cad com, Norristown, Pa., Elder met. Brynmawr Pa and St. Marys Church, Ardmore, Pa. (I had not met Rev Rhodes and she was willing to give me the turn on fee of 120.) My understanding that the full amount had been paid 2521.94. when they started me with the new account number. The first bill was incorrect and I have been trying to get Peeco to address this for over two years. Agreements and budget had been made with my knowing so and now I find out that I had not gotten the correct bill for my property. Enclosed are shut off amount for up to October 25, 2004 and the first bill (which is a hand) in the year 2005. There was no service in February 2005. The 613.12 difference in shut off amount and February's bill can't be true. No one was living in the home during that time in March of 2005 the temperature had been kept at 54°-64° most of 2005 no one was in the house. The big question is who authorized agreements and where was the mail being held? Thank you Jacqueline Marie Crabb

5. RELIEF

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

I'm Requesting that Peirce restore my service and do not want to be held responsible for the out standing bills. Start me off clean with a new account number. Clean up my credit rating with the billing mistakes. I notified Peirce President of the problems I was having with service and they did nothing about, in fact it got worse.

I'm asking that this request be applied to Aqua Philadelphia (water company) Verizon telephone service. I would like new account for all the utilities that are involved.

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. (no payment agreements. It had not worked in the past I don't think it will work this time.)
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 Jacqueline Marie Crabb, 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).

Jacqueline Marie Crabb (Signature) December 13, 2005 (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
---	--

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.

October 25, 2004

Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265
To Whom It May Concern:

I am a victim of identity theft/fraud last year 2003 my Peco Energy service was cut off. The service was restored 15 days later with the help of cadcom of Norristown, PA, elder net of Bryn Mawr, PA and the St. Mary's church.

Senator Williams's office was assisting me out of the Manoe office. Her assistant was able to get Peco to give me a new account number, but the fraud continues, there has never been agreement. I have fraud on the old account number and also the new account number. I sent a letter to the president of Peco Energy, Dennis O'Brien and he sent me a letter in response, but nothing was ever done on the people who were on the account.

I was told that the thieves didn't steal from me, but from Peco. My good name, reputation, and credit are ruin. I was deprived of getting help from early assistance from Liheap, due to the fraud.

Enclose you will find a bill for bills with Lawrence Crabb on it. My husband has passed since 1998 and my oldest son doesn't live with me. My past bills were outrageously high and no one ever corrected this to date.

I will like a new account number with service for just my residence, only. There is no Jasmine Crabb living here and I am Jacqueline M. Crabb, Jacqueline Marie Crabb, and Mrs. Lawrence C. Crabb, Sr. widow. They are one in the same. I have been fraud on all of these names.

I never lived in Harrisburg, Philadelphia, Yeadon, or any of the other places the thieves have stated, nor is my source of heat, oil heating. This is not Section 8 Sub housing.

Please put a rush on straightening this out. I have just received another notice for shut off today. I would like to live in peace and not to be threaten every six months with cut off notices, there is only my youngest son and me living here.

Please contact me by mail I don't have a working phone at this time.

Sincerely,

(Mrs.) Jacqueline Crabb
23 School Lane
Ardmore, PA 19003

NOTICE: YOUR SERVI
(AVISO: Su Servi

JACQUELINE M CRABB
23 SCHOOL LA
ARDMORE PA 19003

M05 -P1M-3183

We Shut Off Your Service

We shut off your PECO Energy service because you did not pay your PECO Energy Charges Past Due amount of \$ 2461.94 as of 10/28/2004.

To have your service turned on again, call us at (888) 504-2156 to make arrangements.

You may have to PAY the following to have your service turned on again

- o PAST DUE PECO ENERGY CHARGES of \$ 2461.94
- o PAST DUE DEPOSIT CHARGES of \$.00
- o Turn-on Charge of \$ 60.00 *
- o TOTAL \$ 2521.94 *
- o Security deposit equal to two months of Average Bills of PECO Energy Charges

After you take the required action, we have until the end of the following business day to turn your service back on. Also, we will not turn your service back on unless someone is at home.

Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar al numero de telefono que aparece en este documento.

* If we could not get to your meter to shut-off your service, we may have had to do extra work. This extra work may increase your turn-on charge to a maximum of \$1,500.00.

*McQuinn Muehle
 500227289038
 23 School St
 Ardmore, Pa. 19003*

From February 2, 2005
 Hundreds Cubic Feet (Ccf) billed for 28 days

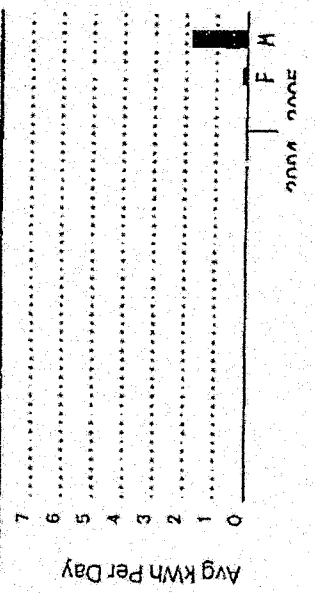
Actual Reading
 - Actual Reading
 135.18
 \$135.18

PECO ENERGY Charges
 Total Basic Charges for 112 0000 Ccf

Your Electric Use Pattern

Average kWh per month 19.5
 Total Annual kWh 780
 kWh per day 19
 Meter Reading Actual
 Average Temperature 36°

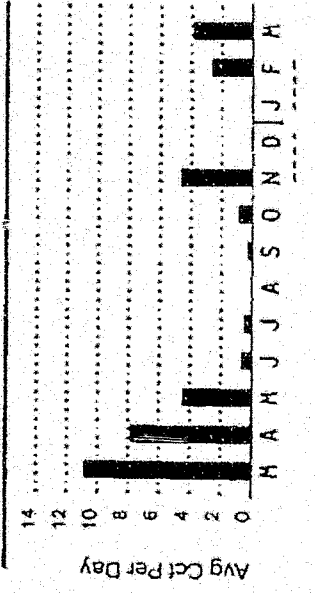
Last Year This Year



Your Gas Use Pattern

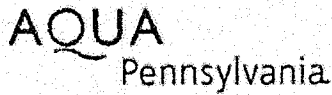
Average Ccf per month 66.5
 Total Annual Ccf 799.0
 Ccf per day 10.9
 Meter Reading Actual
 Average Temperature 38°

Last Year This Year



CRABB, JACQUELINE
 0021 SCHOOL LN
 ARDMORE, PA 19003-1312
 000268362/268362 0001

TRANS	# OF DAYS	METER READ	READ TYPE	CONSUMPTION	AVG DLY. USAGE	TL. CURRENT CHARGES	ADJUSTMENTS	PAYMENTS	DATE	BALANCE
BILL						\$24.42	\$235.26-		2005/03/09	\$1,002.49
OUT	0046	006167	A	16.000	34.782				2005/01/18	
ADC							\$0.00		2005/04/29	
BILL						\$26.24	\$0.00		2005/01/03	\$978.07
READ	0028	006151	A	29.000	103.571				2004/12/03	
ADC							\$0.00		2005/04/29	
BILL						\$43.77	\$0.00		2004/12/07	\$951.83
READ	0029	006122	A	58.000	200.030				2004/11/05	
ADC							\$0.00		2005/04/29	
BILL						\$41.96	\$0.00		2004/11/04	\$908.06
READ	0029	006064	A	55.000	189.655				2004/10/07	
ADC							\$0.00		2005/04/29	
BILL						\$37.25	\$0.00		2004/10/06	\$866.10
READ	0033	006009	A	46.000	145.454				2004/09/08	
ADC							\$0.00		2005/04/29	
BILL						\$48.50	\$0.00		2004/09/10	\$828.85
READ	0043	005961	A	68.000	158.139				2004/08/06	
ADC							\$0.00		2005/04/29	
ADC							\$0.00		2005/04/29	
BILL						\$119.50	\$0.00		2004/07/28	\$780.25
READ	0091	005893	A	166.000	182.417				2004/06/24	
ADC							\$0.00		2005/04/29	
BILL						\$136.14	\$0.00		2004/04/22	\$660.75
READ	0092	005727	A	196.000	213.043				2004/03/25	
ADC							\$0.00		2005/04/29	
BILL						\$116.68	\$0.00		2004/01/30	\$524.61
READ	0089	005531	A	161.000	180.898				2003/12/24	
ADC							\$0.00		2005/04/29	
BILL						\$96.35	\$0.00		2003/10/27	\$407.93
READ	0092	005370	A	127.000	138.043				2003/09/26	
ADC							\$0.00		2005/04/29	
BILL						\$90.42	\$0.00		2003/07/29	\$311.58
READ	0092	005243	A	106.000	115.217				2003/06/26	
ADC							\$0.00		2005/04/29	
BILL						\$161.45	\$0.00		2003/04/28	\$221.16
READ	0089	005137	A	246.000	276.404				2003/03/26	
PYMT								\$60.00	2003/02/28	
ADC							\$0.00		2005/04/29	
BILL						\$120.89	\$0.00		2003/01/29	\$119.71
READ	0092	004891	A	177.000	192.391				2002/12/27	
PYMT								\$95.41	2002/11/18	
ADC							\$0.00		2005/04/29	
BILL						\$94.23	\$0.00		2002/10/24	\$94.23
READ	0093	004714	A	139.000	149.462				2002/09/26	
PYMT								\$89.46	2002/08/07	
BILL						\$89.46	\$0.00		2002/07/25	\$89.46
READ	0091	004575	A	139.000	152.747				2002/06/25	
PYMT								\$96.62	2002/05/02	



JACQUELINE CRABB
0023 SCHOOL LN
ARDMORE, PA 19003-1312

000268362 0268362
APA-MAIN DIVISION

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

Tel: 800.711.4779
Fax: 610.645.1160

Web Mail: custserv@aquapa.com

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

Bill Date
September 13, 2004 \$ 866.10

Due Date
October 06, 2004

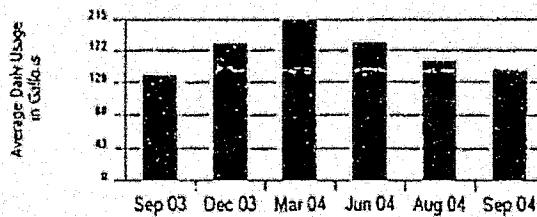
Water Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
52437817	5/8	09/08/04	33	Actual	600900	4,800	Gallons
		08/06/04		Actual	596100		
Average Daily Usage = 145 Gallons		Total Days: 33				Total Usage: 4,800	Gallons

Billing Detail

Amount Owed From Last Bill	\$ 828.85
Amount of Payments Received	0.00
Balance Forward	828.85
Amount of Water Charges	37.25
Amount Due 10/06/04	\$ 866.10

Water Usage History



Read Types: Actual Estimated Customer

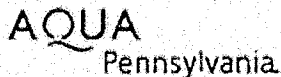
Message Center

PSW 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

BS-APA-01 2

Return this portion with your payment. Keep top portion for your records.



Service To
JACQUELINE CRABB
0023 SCHOOL LN
ARDMORE, PA 19003-1312

Water Bill

Account Number
000268362 0268362

Total Amount Due
\$ 866.10

Due Date
October 06, 2004

Amount Enclosed

\$.

Please make check payable to Aqua PA.
Print your account number on your check,
then mail to address on back.

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

Address Service Requested
E#1827 CH3005 183968 APAM
F APAMMRE

AUTO5-DIGIT 19003 C 9 P 18
JACQUELINE CRABB
23 SCHOOL LN
ARDMORE PA 19003-1312



00026836202683620000000866107

AQUA
Pennsylvania

JACQUELINE CRABB
0023 SCHOOL LN
ARDMORE, PA 19003-1312

Account Number
000268362 0268362
APA-MAIN DIVISION

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

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

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

Bill Date: December 09, 2004
Total Amount Due: \$ 978.07
Due Date: January 03, 2005

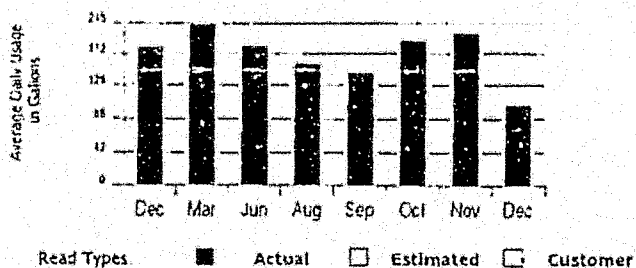
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
52437017	5/8	12/03/04	28	Actual	6:5100	2,900	Gallons
		11/05/04		Actual	6:2200		
Average Daily Usage = 103 Gallons		Total Days: 28		Total Usage		2,900	Gallons

Billing Detail

Amount Owed From Last Bill \$ 951.83
 Total Payments Received 0.00
 Balance 951.83
 Minimum Charge 10.00
 2,000 gallons @ \$0.005271 per gallon 10.54
 Next 900 gallons @ \$0.005969 per gallon 5.37
 Total Water Charges 25.91
 DSIC Charge 0.33
 Amount Due 01/03/05 \$ 978.07

Water Usage History



Message Center

- Effective October 1, 2004 the allowable DSIC charge is 1.28%. This reflects \$21.4 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

BS-APA.01.2

Return this portion with your payment. Keep top portion for your records.

AQUA
Pennsylvania

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

Address Service Requested
PSN 1805 C#3005 194703 APAI
F. APR 2005

AUTOS-DIGIT 19003 C 00 P 21
JACQUELINE CRABB
23 SCHOOL LN
ARDMORE PA 19003-1312

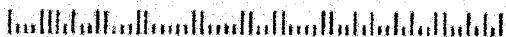
Service To:
JACQUELINE CRABB
0023 SCHOOL LN
ARDMORE, PA 19003-1312

Water Bill

Account Number
000268362 0268362
Total Amount Due: \$ 978.07
Due Date: January 03, 2005

Amount Enclosed
\$

Please make check payable to Aqua PA.
Print your account number on your check,
then mail to address on back.



00026836202683620000000978077

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 5, 2006

JACQUELINE MARIE CRABB
Complainant

v.

AQUA PENNSYLVANIA, INC.
Respondent

Complaint Docket
No: C-20055728

DOCUMENT
FOLDER
DOCKETED
JAN 04 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).

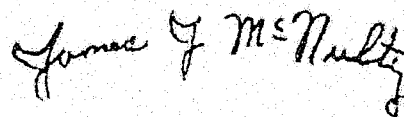
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: JANUARY 5, 2006

C-20055728

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 JACQUELINE MARIE CRABB. 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.

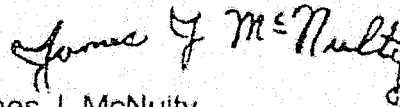
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

JANUARY 5, 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

JIH

AQUA
Pennsylvania.

PLEASE DOCKET

Aqua Pennsylvania, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010
January 13, 2006

Frances P. Orth, Esquire
Assistant General Counsel

T: 610 645.1126
F: 610 520.9127
fport@aquaamerica.com
www.aquapennsylvania.com

VIA FACSIMILE AND FIRST CLASS MAIL

Mr. Eric Rohrbaugh
Office of Administrative Law Judge
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor West
Harrisburg, PA 17120

DOCUMENT
FOLDER

ok. Eric
1/17
please advise parties

Re: Complaint Docket No. C-20055728
Jacqueline Marie Crabb v. Aqua Pennsylvania, Inc.

Dear Mr. Rohrbaugh:

This Formal Complaint involves a customer stating she has been a victim of identity fraud with her utility accounts for several utilities, including Aqua Pennsylvania, Inc. I tried to contact Ms. Crabb by using the telephone number on her complaint, but have been unable to reach her. With this letter, I am also sending her a letter requesting that she contact me in order to obtain more information about her issues.

An answer in this case is due on or before January 25, 2006. I hereby request an extension of time until February 24, 2006, to file an answer. Please advise if the extension is granted.

I thank you for your consideration.

DOCUMENT
FOLDER

DOCKETED
MAR 30 2006

Sincerely,

Frances P. Orth

Frances P. Orth

cc: Jacqueline Marie Crabb



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
February 2, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20055728

FRANCES P ORTH ESQUIRE
AQUA PENNSYLVANIA INC
762 W LANCASTER AVENUE
BRYN MAWR PA 19010

PLEASE DOCKET

Jacqueline Marie Crabb v. Aqua Pennsylvania, Inc.

NOTICE

Please be advised that your request for extension of time to file an answer on the above-captioned complaint has been granted.

An answer must be filed on or before February 24, 2006. Failure to submit an answer by that date may result in the scheduling of a hearing.

If you have any questions regarding this response, please contact the scheduling office at (717) 787-1399.

pc: Susan Licon
Beth Plantz
Docket Section

DOCUMENT
FOLDER

DOCKETED
MAR 30 2006

AQUA
Pennsylvania.

ORIGINAL

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@aquaamerica.com
www.aquapennsylvania.com

February 24, 2006

VIA FEDERAL EXPRESS

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

RECEIVED

FEB 24 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

Re: Complaint Docket No C-20055728
Jacqueline Marie Crabb v. Aqua Pennsylvania, Inc.

Dear Mr. McNulty:

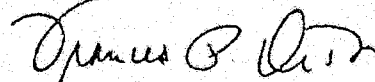
Enclosed for filing, please find the original and three copies of the Answer of Aqua Pennsylvania, Inc. to the above-captioned complaint.

A copy of the Answer has been served upon Complainant, as evidenced by the enclosed Certificate of Service

Please acknowledge receipt of this filing by date-stamping the extra copy of this letter and returning it to me in the self-addressed envelope that is enclosed.

**DOCUMENT
FOLDER**

Sincerely,



Frances P. Orth

Enclosure

cc: Jacqueline Marie Crabb

71

ORIGINAL
BEFORE THE

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECORDED
FEB 21 2006
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JACQUELINE MARIE CRABB

v.

AQUA PENNSYLVANIA, INC.

COMPLAINT DOCKET

No. C-20055728

DOCKETED
MAR 07 2006

**DOCUMENT
FOLDER**

ANSWER

NOW COMES the Respondent, Aqua Pennsylvania, Inc. ("Company"), by its attorney, which hereby files its response to the Complaint of Jacqueline Marie Crabb ("Complainant"):

1. The contact information and Company account number are admitted upon information supplied by Complainant. After reasonable investigation, the Company has no knowledge about the accounts of Verizon or PECO Energy, and therefore such allegations are denied.

2. Admitted that the Respondent is Aqua Pennsylvania, Inc. and that the water account number is correct. After reasonable investigation, the Company has no knowledge about the accounts of Verizon or PECO Energy, and therefore such allegations are denied.

3. Admitted that the Company supplies water service to the Complainant. After reasonable investigation, the Company has no knowledge about the accounts of Verizon and PECO Energy, and therefore such allegations are denied.

4. Admitted in part and denied in part.

A. Denied that there are incorrect charges for water service on Complainant's

water bills. Admitted that the Company did terminate water service. The Company agrees that the Company can add Complainant's middle name and post office box address to her existing water account. The Company denies that the outstanding water charges should be forgiven. After reasonable investigation, the Company has no knowledge about the accounts of Verizon or PECO Energy, and therefore such allegations are denied.

B. By way of background, the Complainant's Complaint against the Company arises from a dispute regarding water charges for her residential property located at 23 School Lane, Ardmore, Pennsylvania 19003 ("Property"). Complainant filed an Informal Complaint with the Bureau of Consumer Services ("BCS") on June 13, 2003. BCS issued a decision on October 23, 2004 ("BCS Decision"), attached hereto as Exhibit A, which required Complainant to pay \$40.00 per month plus her current charges beginning with the December 2004 due date of her water bill. She failed to do so as reflected in the Account Statement attached hereto and incorporated herein as Exhibit B. Referring to Exhibit B, Complainant's last payment was made on February 28, 2003 in the amount of \$60.00. The Company has since removed \$219.89 in penalties as a customer relations credit. The Complainant currently has an outstanding balance in the amount of \$782.60.

The Company admits that Complainant broke the payment arrangement established by the BCS Decision when she did not make the required payment beginning with the December 2004 due date of her water bill. Since no payment was received, the Company admits issuing termination notices. On December 13, 2004, the Company issued a 10-day termination notice. On December 14, 2004, NCO, a third party collection agency of the Company called Complainant. The Company then issued a second 10-day termination notice on December 21, 2004, and NCO called the Complainant the following day. A 3-day termination notice was

issued on December 28, 2004 with shut-off scheduled for January 3, 2005. A 48-hour notice was issued on January 11, 2005 with shut-off scheduled for January 13, 2005. On January 18, 2005 at 9:57 a.m., having received no payment, the water service to the Property was terminated. A final meter reading of 6167 was obtained at the time of termination. On February 11, 2005 the Complainant's account became inactive.

Complainant has had contact with the Company regarding her concerns about identity theft and the usage on her water account. There is no evidence that anyone other than the Complainant is responsible for the usage on her water account. All water bills have been issued based on actual water meter readings from the Property. At the Complainant's request and after heat was restored to the Property, on February 16, 2006 a Company representative restored water service to the Property. While at the Property the Company representative verified the water meter (T52437817) and the remote reading device (21791798) numbers, as reflected on the Service Order attached hereto and incorporated herein as Exhibit C. The representative also obtained a water meter reading of 6167, which reflected the same read as the final read taken at time of termination, on January 18, 2005 (See Exhibits B & C). Company records, including Exhibit C, also indicate the water meter at the Property was installed in February 16, 1991. Complainant has requested the water meter be exchanged at the Property and held for testing. The Company and Complainant are trying to schedule a time that is convenient for her. The Company has experienced difficulty reaching the Complainant as her phone does not receive incoming calls.

After reasonable investigation, the Company is without sufficient information or knowledge so as to form a belief as to the truth or falsity of the statements referring to other agreements with other utilities; shut-off notices issued by other utilities; or temperature at the

Property; and as such, denies same.

Response to Letter Exhibit dated October 25, 2004.

Par 1. Denied. After reasonable investigation, the Company is without sufficient information or knowledge so as to form a belief as to the truth or falsity of the statements referring to PECO Energy service and relating identity theft, or assistance from the named entities.

Par 2. Denied. After reasonable investigation, the Company is without sufficient information or knowledge so as to form a belief as to the truth or falsity of the statements referring to PECO Energy, Senator Williams's office, or fraud involving PECO Energy accounts.

Par 3. Denied. After reasonable investigation, the Company is without sufficient information or knowledge so as to form a belief as to the truth or falsity of the statements referring to thieves, conversations Complainant had with PECO Energy representatives, her credit history with PECO Energy, or assistance from LiHeap.

Par 4. Denied. After reasonable investigation, the Company is without sufficient information or knowledge so as to form a belief as to the truth or falsity of the statements referring to the PECO Energy bills or the status and/or residence of members of Complainant's family.

Par 5. Denied. After reasonable investigation, the Company is without sufficient information or knowledge so as to form a belief as to the truth or falsity of the statements referring to names used on accounts with other utilities. The Company admits the water account at issue is in the name of Jacqueline Crabb.

Par 6. Denied. After reasonable investigation, the Company is without sufficient information or knowledge so as to form a belief as to the truth or falsity of the statements

referring to Complainant's lack of residency in Harrisburg, Philadelphia, or Yeadon, her heat source; or Section 8 housing status.

Par. 7. Denied After reasonable investigation, the Company is without sufficient information or knowledge so as to form a belief as to the truth or falsity of the statements referring to shut-off notices issued by other utilities or Complainant's family members residency at the Property. As reflected above, the Company admits to issuing shut-off notices for nonpayment of water service.

Par. 8. No response is required.

Response to PECO Notice Exhibit. Denied After reasonable investigation, the Company is without sufficient information or knowledge so as to form a belief as to the truth or falsity of the statements referring to this shut-off notice issued by another utility.

Response to Attached PECO Bill Exhibit. Denied. After reasonable investigation, the Company is without sufficient information or knowledge so as to form a belief as to the truth or falsity of the statements referring to this bill issued for service by another utility.

Response to Attached Resume of Bills Exhibit. The Company admits issuing this exhibit which is a resume of bills for water service to the Property for Complainant to review.

Response to Aqua Bill Exhibit dated September 13, 2004. Admitted. The Company admits to issuing this water bill to Complainant for usage at the Property which was based on an actual water meter reading.

Response to Aqua Bill Exhibit dated December 9, 2004. Admitted. The Company admits to issuing this water bill to Complainant for usage at the Property which was based on an actual water meter reading.

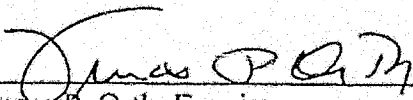
5. Denied. The relief requested should be denied. The Company restored

service to the Property on February 16, 2006, rendering that issue moot. The water meter reading obtained at the time of restoration reflected the same water meter reading obtained at the time of termination in January 2005. All water bills have been issued based on actual water meter readings. A Company representative has verified that the meter at the Property was installed on February 16, 1991. The Company and the Complainant are working together to schedule a time for that water meter to be exchanged and tested. Complainant has requested to be present at the time of testing. The Company will schedule a time convenient with the Complainant to witness the water meter testing. Additionally, Complainant has not made a payment since February 28, 2003. In order for the Company to continue water service to this Complainant, she must pay for the service provided in a timely manner and in accordance with the approved Company tariff.

6. The Company has no knowledge of this information.
7. Admitted that Complainant contacted the Company.
- 8-10. No response necessary.

WHEREFORE, for the foregoing reasons, Aqua Pennsylvania, Inc., denies that Jacqueline Marie Crabb is entitled to the relief requested, prays that the Complaint be dismissed with prejudice, and the Complainant be ordered to pay all outstanding charges, if any, due to the Company.

Respectfully submitted,



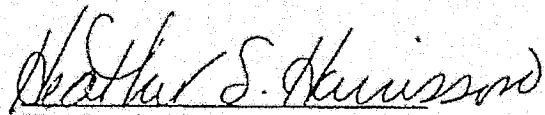
Frances P. Orth, Esquire
Counsel for Aqua Pennsylvania, Inc.
762 Lancaster Avenue
Bryn Mawr, PA 19010
(610) 645-1126

DATED: February 24, 2006

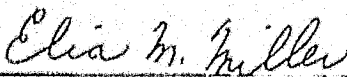
COMMONWEALTH OF PENNSYLVANIA :
COUNTY OF MONTGOMERY :

AFFIDAVIT

Heather S. Harrison, being duly sworn according to law, deposes and says that she is the Paralegal for Compliance at Aqua Pennsylvania, Inc.; that she is authorized to and does make this Affidavit for it, and that the facts set forth above are true and correct to the best of her knowledge, information and belief, and she expects the said Aqua Pennsylvania, Inc. to be able to prove the same at any hearing hereof.


Heather S. Harrison

Sworn and subscribed before
me this 24th day of February 2006


Notary Public

[SEAL]

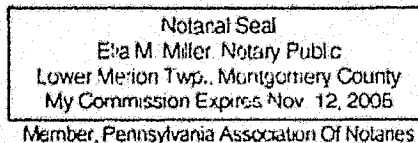


EXHIBIT A

AQUA PENNSYLVANIA, INC.

BUREAU CONSUMER SERVICES DECISION

OCTOBER 23, 2004

RECEIVED

FEB 24 2006

PA. PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES

General

Status: CLOSED
Creation Date: 4/28/2004 1:48:30 PM
PUC Address: P O Box 3265, Harrisburg, PA 17105
Case Number: 1411396
Account Number: 0002683620268362
Service Class: RESIDENTIAL

Company

Company Name: AQUA PA (FORMERLY PSW)
Company Code: 0388
Company Type: WATER PRIVATE

BCS

BCS Investigator Name: JOHN CLEA
BCS Investigator Telephone: (717)7874498
BCS Intaker Name: TERESA MULDROW
Number of times sent: 1
Number of times faxed: 0
PUC Fax Number: (717)7876641

Closed Case

Decision Issue: Yes
Oral Written Violation: NO

Chapter

Section Rule

Total Balance: 866.10
Date Closed: 10/23/2004
Balance Date: 10/8/2004

Service Restored Amount

Service Continue Amount

Service Continue Date

Terms: DECEMBER 2004

Special Budget Amount

Regular Budget Amount

Arrears Payment Plus

Final Monthly Payment

Current Monthly Payment: 40.00

End Monthly Payment

Letter Description: EGW STRAIGHT PAR/NO LPCS/CURRENT BILL +

Head Date: 10/25/2004

Bill Date
Reconnect
Amount
Payment
Amount

BCS Resolution Text
THE BILLS ARE CORRECT AS RENDERED. ALL BILLS WERE BASED ON ACTUAL READINGS FROM 6/28/01 TO 6/26/03, DURING THE PERIOD THE CUSTOMER DISPUTED THE BILLINGS. THE CUSTOMER IS RESPONSIBLE FOR THE MAINTENANCE AND INSPECTION OF THE WATER HEATER AT THE SERVICE DWELLING. THE LAST PAYMENT RECEIVED ON THIS ACCOUNT WAS \$\$60 ON 2/23/03. THE CUSTOMER MUST PAY \$40 PLUS CURRENT BILLS EACH MONTH. PAYMENTS MUST BEG 12/04 DUE DATE.

Response
Created Date
Case Number
Company Code
Preparer
Preparer Phone
Preparer FAX
Prepared Date
Current Bill Due Date
Budget Amount
Total Balance
Report Type To Send

Customer
Service Address
Customer Name JACQUELINE CRABB
Customer Home Telephone (610)6426054
Customer Work Telephone
Service Address 1 23 SCHOOL LANE
Service Address 2
Service City ARDMORE
Service State PA
Service ZIP Code
Mailing Address
Mail Address 1
Mail Address 2
Mail City
Mail State
Mail ZIP Code

Family Info
Number of Resident Adults 2
Number of Resident Children
Age

Income Source 1 RTPYR UNEM
Income Amount 1 888.00
Income Source 2
Income Amount 2

Misc

Attachements

Date Opened 6/13/2003
Reason for Contact ON - PAR NEEDED

Business Name

Problem

Company Position PSW WANTS \$50

*****PAR

W/DISPUTE*****CUST

Related Information WANTS PUC TO DETERMINE WHO IS RESPONSIBLE FOR HER HIGH WATER BILLS.SHE WANTS CO TO INSPECT WATER HEATER

Case Misc Information

Hot Issue

Case Origin

Prior Case No

Universal Service N

Arreage 224.00



PHILADELPHIA SUBURBAN
WATER COMPANY

July 11, 2003

Attn.: John Clea
Bureau of Consumer Services
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Jacqueline Crabb/BCS#1411396/Acct#268362-268362/23 School Lane, Ardmore, PA filed on 6/13/03

Mr. Clea:

CUSTOMER'S CLAIMS

- 1 Customer states she wants the PUC to determine who is responsible for her high water bills.
- 2 Customer states she wants company to inspect the water heater.

PSW'S INVESTIGATION FINDINGS

- 1 The customer is responsible for payment on all water charges rendered. The customer is responsible for the upkeep and maintenance on water fixtures at the property. PSW will not inspect and/or repair water fixtures at a customer's property.
- 2 This customer has a history of consistent water usage.
- 3 2/19/03, customer contacted PSW concerning problem with their water heater. Customer requested PSW come to property and inspect water heater. PSW informed customer that she needed to seek the advice and assistance of a plumber.
- 4 5/14/03, 10-day termination notice was issued due to nonpayment of a past due balance.
- 5 6/13/03, customer contacted PSW and established payment arrangements for \$50.00 each month towards balance. Customer did not meet the requirements of this arrangement; therefore, the arrangement was canceled due to nonpayment. Last customer contact regarding this specific matter, prior to the PUC filing.
- 6 Current account balance is \$311.58.

PSW's FINAL POSITION

1. PSW is not responsible for maintaining and/or inspecting the water service/supply equipment that is not the property of the company.
2. PSW will accept payment arrangements for the remaining balance.

If I can be of further assistance, please do not hesitate to contact me.

Sincerely,

Jason Wiley
Issue Resolution Supervisor
610-525-1400, ext. 2087

EXHIBIT B

AQUA PENNSYLVANIA, INC.

ACCOUNT STATEMENT

RECEIVED

FEB 27 2006

PA. PUBLIC UTILITY COMMISSION
600 MARKET STREET, PHILADELPHIA, PA 19106

Customer's Name: Crabb, Jacqueline
 PUC Docket #: C-20055728

Aqua Pennsylvania Inc. Account#: 268362-268362

Read Date	Days	Meter Read	Read Type	Consump	Avg Daily Usage	Current Charges	Due Date	Late Penalty	Payments	Adjustments	Date of Pymt or Adj	Balance	Comments
Previous Balance													
3/20/2000	93	3251	A	17700	190.3	\$94.09	4/17/00	\$0.00	\$0.00	\$0.00	N/A	\$138.25	
6/26/2000	98	3394	A	14300	145.9	\$83.86	7/25/00	\$0.00	\$44.16	\$0.00	4/3/00	\$177.95	
9/27/2000	93	3515	A	12100	130.1	\$77.16	10/26/00	\$2.23	\$0.00	\$0.00	N/A	\$257.34	
12/27/2000	91	3739	A	22400	246.2	\$123.74	1/25/01	\$1.18	\$50.00	\$0.00	11/13/00	\$332.26	
									\$104.00	\$0.00	11/27/00	\$228.26	
									\$105.00	1/0/1900	12/4/00	\$123.26	
3/27/2001	90	3902	A	16300	181.1	\$98.28	4/25/01	\$3.08	\$124.80	\$0.00	3/19/01	\$99.82	
6/28/2001	93	4037	A	13500	145.2	\$86.41	7/26/01	\$0.02	\$99.00	\$0.00	5/1/01	\$87.25	
9/27/2001	91	4141	A	10400	114.3	\$71.89	10/25/01	\$1.10	\$88.35	\$0.00	8/17/01	\$71.89	
12/27/2001	91	4282	A	14100	154.9	\$90.45	1/23/02	\$0.00	\$71.89	\$0.00	10/18/01	\$90.45	
3/26/2002	89	4436	A	15400	173.0	\$96.62	4/25/02	\$0.00	\$90.45	\$0.00	1/31/02	\$96.62	
6/25/2002	91	4575	A	13900	152.7	\$89.46	7/25/02	\$0.00	\$96.62	\$0.00	5/2/02	\$89.46	
9/26/2002	93	4714	A	13900	149.5	\$94.23	10/24/02	\$0.00	\$89.46	\$0.00	8/7/02	\$94.23	
12/27/2002	92	4891	A	17700	192.4	\$119.71	1/29/03	\$1.18	\$95.41	\$0.00	11/18/02	\$119.71	
3/26/2003	89	5137	A	24600	276.4	\$159.20	4/28/03	\$2.25	\$60.00	\$0.00	2/28/03	\$221.16	Water heater broke
6/26/2003	92	5243	A	10600	115.2	\$84.19	7/29/03	\$6.23	\$0.00	\$0.00	N/A	\$311.58	
9/26/2003	92	5370	A	12700	138.0	\$96.35	10/27/03	\$0.00	\$0.00	\$0.00	N/A	\$407.93	
12/24/2003	89	5531	A	16100	180.9	\$116.68	1/30/04	\$0.00	\$0.00	\$0.00	N/A	\$524.61	
3/25/2004	92	5727	A	19600	213.0	\$136.14	4/22/04	\$0.00	\$0.00	\$0.00	N/A	\$660.75	
6/24/2004	91	5893	A	16600	182.4	\$119.50	7/28/04	\$0.00	\$0.00	\$0.00	N/A	\$780.25	
8/6/2004	43	5961	A	6800	158.1	\$48.60	9/10/04	\$0.00	\$0.00	\$0.00	N/A	\$828.85	
9/8/2004	33	6009	A	4800	145.5	\$37.25	10/6/04	\$0.00	\$0.00	\$0.00	N/A	\$866.10	
10/7/2004	29	6064	A	5500	189.7	\$41.96	11/4/04	\$0.00	\$0.00	\$0.00	N/A	\$908.06	
11/5/2004	29	6122	A	5800	200.0	\$43.77	12/7/04	\$0.00	\$0.00	\$0.00	N/A	\$951.83	
12/3/2004	28	6151	A	5900	210.7	\$26.24	1/3/05	\$0.00	\$0.00	\$0.00	N/A	\$978.07	
1/6/2005	34	6162	A	1100	32.4	\$16.24	2/4/05	\$129.65	\$0.00	\$0.00	N/A	\$1,123.96	Bill Canceled
2/4/2005	29	6167	A	500	17.2	\$12.99	3/7/05	\$76.38	\$0.00	\$0.00	N/A	\$1,213.33	Bill Canceled; Reconnect Fee included in penalties
1/18/2005	46	6167	A	1600	34.8	\$24.42	3/9/05	\$0.00	\$0.00	\$235.26	2/10/05	\$1,002.49	Adjustment Canceled Bills; Termination Read
										\$1,002.49	4/29/05	\$0.00	Transferred to Bad Debt
										\$1,002.49	1/9/06	\$1,002.49	Reversal of Bad Debt
										\$219.89	1/19/06	\$782.60	Removal of Penalties
2/16/2006	0	6167	A	0	0.0							\$782.60	In Read - Turn on

EXHIBIT C

AQUA PENNSYLVANIA, INC.

SERVICE ORDER

RECEIVED
FEB 21 2006
PA. PUBLIC UTILITY CO. REGION
NORTHWEST
1500 N. 10TH STREET

WO#0001571978 PSW-MAIN DIVISION CYCLE 3005 PREM-CODE=268362
 SCHED-DATE 021606 PROMISED PM ORDER-DESC MVIN/Move In Customer
 PRINT-DATE 02/15/06 PRINT-TIME 15:56:00 ORDER-STATUS REVISED

CUST/PREM 000268362/268362 DIST D STYP RSM1
 CUST-NAME CRABB, JACQUELINE MAR SCAT WTR
 SRV-ADDR 0023 SCHOOL LN SET-MTR T52437817
 SRV-CITY ARDMORE PA 19003-1312 SET-DATE 16-FEB-1991
 PHONE# H 610-202-3319 W SET-RDG 002098
 M-NAME CRABB, JACQUELINE MAR SET-SIZE 5/8
 MAIL SET-RMTH RF
 M-ADDR 253 ARB-RMT#
 M-CITY ARDMORE 19003 ERT 21791798
 BILLED 11-FEB-2005 A/R-STAT R MIU#
 DUE-DTE 09-MAR-2005 A/R-BAL 782.60 SERIAL # W003628
 OCCUPANT AMT-COL 782.00 EXTENS-#
 COMP# 1101010 RC=RS ROUTE 03294 STOP 00190
 CRED-CDS TYPE-HEAT FAIR MTR-CDS 03 66
 BILL-FR=12 SWIM(Y,N) N #DL= 5 DD= 1 M= 1/DL= 0 DD= 0 M= 0
 FROZEN MODEL-1
 LAST-SIZE 5/8 LAST-DATE 16-FEB-91 MODEL-2
 PREM-ID

READ ONLY: DATE 2-16-06 INSIDE READ 0616 70 []
 TIME REMOTE 0616 70 [] EMP# 1967

REM	DATE	READING	MK	METER NUMBER	TEST YEAR	SZ	TYPE HEAT	CHECK X	SEAL	OCC DATE
								RESEALED		
								SEALED		
SET										
CURB STOP: ON		OFF	SWIM POOL: YES		NO	EMP# (REMOVED BLOCKER)				

ERT# REMARKS: T/OFF AT INLET T/ON AT CURB.
 T/ON AT INLET PER MRS C. REQUEST
 1ST FL. TOILET OFF AT VALVE T/OFF 2ND FL SINK

R-DATE	ACTN	READING	CONSUM	DYS	C	AMOUNT	CHG-DATE	CAT	RATE	BILL-CHG
011805	OUT	6167	16	46	A	23.76	021005	WTR	0001	23.76
120304	READ	6151	29	28	A	25.91	021005	NONE	D001	.66
110504	READ	6122	58	29	A	43.22	021005	NONE	S001	.00
100704	READ	6064	55	29	A	41.43	020805	WTR	0001	12.64
090804	READ	6009	48	33	A	37.25	020805	NONE	S001	.00
080604	READ	5961	68	43	A	46.14	020805	NONE	D001	.35
080604	READ	5961	68	43	A	2.46	020705	NONE	T001	1.49
062404	READ	5893	166	91	A	113.75	020705	NONE	T001	1.46

MTR-INST: REMOTE RIGHT SIDE 8 FT BACK
 WORK-ORDER-REMARKS:
 PLEASE T/ON *** RETURN TO BERNIE ***** THIS IS A PUC CASE
 484-744-7339 ... MRS WILL BE AT THE PROP FROM 12:00

APP-Time Start 15-FEB-2006 12:00:00 End 15-FEB-2006 16:00:00
 Call-Ahead Ord# 1571978 Type BI Phone# 4847447339 Ext # Min-Before 30

216.06 ERT 21791798
 RF READ 0616 70 []
 T 5243 7817
 1967

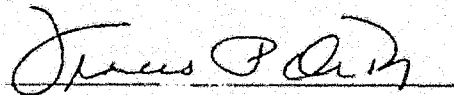
Re: Jacqueline Crabb
PUC Docket No. C-20055728

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document, Aqua Pennsylvania, Inc.'s Answer to the Complaint, upon the person and in the manner set forth below:

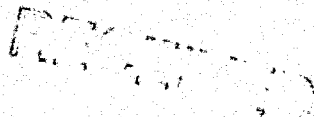
FIRST CLASS MAIL:

Jacqueline Crabb
23 School Lane
P. O. Box 253
Ardmore, PA 19003



Frances P. Orth, Counsel for
Aqua Pennsylvania, Inc.
762 Lancaster Avenue
Bryn Mawr, PA 19010
(610) 645-1126

Dated: February 24, 2006


FEB 24 2006
PA. PUBLIC UTILITIES COMMISSION

OALJ Hearing Report

Please Check Those Blocks Which Apply

Docket No.:	C-20055727	Prehearing Held:	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO
Case Name	Jacqueline Crabb v. PECO Energy Company	Hearing Held:	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
<i>CONSOLIDATED WITH [REDACTED]</i>		Testimony Taken:	<input type="checkbox"/>		<input checked="" type="checkbox"/>	
<i>AND C-20055729</i>		Transcript Due:	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
Location	Philadelphia, PA	Hearing Concluded:	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
Date	May 18, 2006	Further Hearing Needed:	<input type="checkbox"/>		<input checked="" type="checkbox"/>	
ALJ:	Herbert Smolen	Estimated Add'l Days:				
Reporting Firm:	Sargents Court Reporting	RECORD CLOSED:	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
<p><i>NOTE - THERE IS ONLY ONE TRANSCRIPT FOR ALL 3 CASES</i></p> <p>RECEIVED</p> <p>JUN 26 2006</p> <p>PLEASE PRINT CLEARLY - Incomplete information may result in delay of processing.</p>		DATE:	<i>5-18-06</i>			
		Briefs to be Filed:	<input type="checkbox"/>		<input checked="" type="checkbox"/>	
		DATE:				
		Bench Decision	<input type="checkbox"/>		<input checked="" type="checkbox"/>	
		REMARKS:	<i>COMPLAINANT FAILED TO APPEAR</i>			

JUDGMENT FOLDER

NOTE - THERE IS ONLY ONE TRANSCRIPT FOR ALL 3 CASES

RECEIVED

JUN 26 2006
PLEASE PRINT CLEARLY - Incomplete information may result in delay of processing.

Name and Telephone Number	COMMISSION	Address	Who are you representing?
<i>Lisa Lutz, Esq.</i>	SECRETARY'S BUREAU	<i>2301 Market Street</i>	<i>PECO Energy</i>
Telephone: <i>215-841-6841</i>		City: <i>Philadelphia</i> State: <i>PA</i> Zip: <i>19101</i>	Fax Number: <i>215-568-3389</i>
		E-mail Address: <i>lisa.lutz@seclaw.com</i>	
		City: _____ State: _____ Zip: _____	
Telephone: _____		E-mail Address: _____	Fax Number: _____
		City: _____ State: _____ Zip: _____	
Telephone: _____		E-mail Address: _____	Fax Number: _____

Check this box if additional parties or attendees appear on back of form.

llp

[Signature]
Reporter's Signature

Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.

OALJ Hearing Report

Please check those blocks which apply

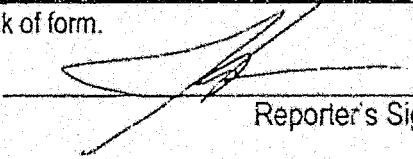
Docket No.:	C-20055728		YES	NO
		Prehearing Held:	<input type="checkbox"/>	<input type="checkbox"/>
Case Name:	Jacqueline Crabb v. Aqua Pennsylvania, Inc.	Hearing Held:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>CONSOLIDATED WITH - C-20055727</i>	Testimony Taken:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<i>AND C-20055729</i>	Transcript Due:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Hearing Concluded:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Location:	Philadelphia, PA	Further Hearing Needed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Estimated Add'l Days:		
Date	May 18, 2006			
		RECORD CLOSED:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ALJ:	Herbert Smolen	DATE:	5-18-06	
		Briefs to be Filed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reporting Firm:	Sargents Court Reporting	DATE:		
		Bench Decision	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p><i>NOTE: THERE IS ONLY ONE TRANSCRIPT FOR ALL 3 CASES</i></p>		REMARKS:	<i>COMPLAINANT FAILED TO APPEAR</i>	

PLEASE PRINT CLEARLY - Incomplete Information may result in delay of processing.

Name and Telephone Number	Address	Who are you representing?
FRANCES P. DRIT	762 W. Lancaster Ave	
	City Bryn Mawr	State PA
Telephone: 610-645-1126	E-mail Address:	Fax Number: 610-520-9127
	City	State
Telephone:	E-mail Address:	Fax Number:
	City	State
Telephone:	E-mail Address:	Fax Number:

Check this box if additional parties or attendees appear on back of form.

ellp


 Reporter's Signature

Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

Jacqueline Crabb,
v.
PECO Energy Company/
Verizon PA, Inc./Aqua PA
Inc.

Docket No.: C-20055727
C-20055728
C-20055729

Initial Hearing

w/ I eek
JT

Pages: 1-11

DOCUMENT
FOLDER

State Office Building
13th Floor
Broad & Spring Garden Streets
Philadelphia, PA

Wednesday, May 18, 2006
Commencing at 10:00

BEFORE:

HERBERT SMOLEN, Administrative Law Judge

APPEARANCES:

ORIGINAL

FRANCES P. ORTH, Esquire
762 W. Lancaster Avenue
Bryn Mawr, PA, 19010
For the Respondent, Aqua

STEVEN K. HAAS, Esquire
Hawke, McKeon, Sniscack & Kennard
100 North Tenth Street
Harrisburg, PA 17101
For the Respondent, Verizon

LISA LUTZ, ESQUIRE
2301 Market Street
Philadelphia, PA 17101
For the Respondent, PECO

DOCKETED

JUN 30 2006

REPORTER: JOSHUA HESS

RECEIVED

MAY 26 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Any reproduction of this transcript
is prohibited without authorization
by the certifying agency.

Sargent's Court Reporting Service, Inc.